संख्या-756/78-2-2026-ई-199732

प्रेषक,

आलोक कुमार,
प्रमुख सचिव,
उत्तर प्रदेश शासन।

सेवा में,

समस्त जिलाधिकारी/अध्यक्ष,
डिस्ट्रिक्ट ई-गवर्नेंस सोसायटी (डी0ई0जी0एस0),
उत्तर प्रदेश।

आई.टी. एवं इलेक्ट्रानिक्स अनुभाग-2 लखनऊ: दिनांक: 07 सितम्बर,2026

विषय:- **जन सेवा केन्द्र सी0एस0सी0 4.0 परियोजना के प्रभावी क्रियान्वयन हेतु जनपद स्तर पर नवीन डिस्ट्रिक्ट सर्विस प्रोवाइडर डी0एस0पी0 संस्थाओं के चयन के लिये आर0एफ0पी0 RFP प्रकाशित कराये जाने के सम्बन्ध में।**

महोदय/महोदया,

आप अवगत ही हैं कि सी.एस.सी. 3.0 परियोजना हेतु शासनादेश संख्या-19/2020/1085/78-2-2020-34आई.टी./2010, दिनांक 22 अक्टूबर, 2020 में उल्लिखित प्राविधानों/शर्तों के अनुरुप क्रियान्वित हो रही है, जिसमें शासन द्वारा निर्धारित जनसेवा केन्द्रों के लक्ष्य के सापेक्ष 02 लाख से अधिक जन सेवा केन्द्रों का संचालन सफलतापूर्वक किया जा रहा है। इसके माध्यम से शहरी एवं ग्रामीण क्षेत्रों में उद्यमिता/रोजगार को बढ़ावा देने एवं जनसामान्य को उनके द्वार के समीप शासकीय सेवायें ऑनलाईन माध्यम से उपलब्ध कराये जाने का कार्य किया जा रहा है।

2- आप अवगत ही हैं कि वर्तमान में संचालित सी.एस.सी. 3.0 परियोजना अन्तर्गत जनसेवा केन्द्रों द्वारा ई-डिस्ट्रिक्ट पोर्टल का उपयोग कर प्रदेश सरकार की 54 विभागों की 359 शासकीय सेवायें जन सामान्य को उपलब्ध करायी जा रही हैं, जिसके सापेक्ष प्रतिदिन 01 लाख से अधिक आवेदनों को ऑनलाइन अग्रसारित किया जा रहा है।

3- अवगत कराना है कि प्रस्तावित सी.एस.सी. 4.0 परियोजना की महत्वपूर्ण शर्तों/नियमों के साथ-साथ सी.एस.सी. 4.0 मॉडल आर.एफ.पी. **(संलग्नक-1)** पर मा0 मंत्रि-परिषद, उ0प्र0 द्वारा अनुमोदन प्राप्त कर लिया गया है, जिसके अनुपालन में प्रत्येक जनपद पर नवीन 02 डिस्ट्रिक्ट सर्विस प्रोवाइडर (डी.एस.पी.) संस्थाओं के चयन के लिये आर.एफ.पी. (RFP) प्रकाशित करते हुये

1- यह शासनादेश इलेक्ट्रानिकली जारी किया गया है, अत: इस पर हस्ताक्षर की आवश्यकता नही है ।

2- इस शासनादेश की प्रमाणिकता वेब साइट http://shasanadesh.up.gov.in से सत्यापित की जा सकती है ।

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सी.एस.सी. 4.0 परियोजना का क्रियान्वयन एवं संचालन किया जाना है। यह व्यवस्था पूर्व की भांति यूजर चार्जेज मॉडल पर क्रियान्वित की जायेगी जोकि स्वावित्त पोषित आत्मनिर्भर व्यवस्था होगी।

4- सीएससी 4.0 परियोजना के संचालन के लिये RFP प्रकाशित करते हुए समस्त जनपदों में (प्रत्येक जनपद में) 02 डिस्ट्रिक्ट सर्विस प्रोवाइडर का चयन कर जनसेवा केन्द्रों का संचालन किया जायेगा, जिसके मुख्य बिन्दु निम्नवत् हैंः-

I. प्रदेश के प्रत्येक जनपद में डिस्ट्रिक्ट सर्विस प्रोवाइडर (डीएसपी) संस्थाओं के मध्य प्रतिस्पर्धा बढ़ाने के उद्देश्य से प्रति जनपद 02 डीएसपी संस्थाओं का चयन डिस्ट्रिक्ट ई-गवर्नेंस सोसायटी (डीईजीएस) द्वारा किया जायेगा।
II. किसी एक डीएसपी संस्था द्वारा अधिकतम 40 जनपदों में ही कार्य किया जा सकेगा तथा इन जनपदों में कोई एकाधिकार नहीं होगा।
III. प्रत्येक जनपद में जिलाधिकारी की अध्यक्षता में गठित डिस्ट्रिक्ट ई-गवर्नेंस सोसायटी (डीईजीएस) द्वारा Letter of Intent (LoI) **(संलग्नक-2)** जारी होने के उपरान्त चयनित डीएसपी संस्थाओं के साथ अनुबन्ध Master Service Agreement (MSA) **(संलग्नक-3)** हस्ताक्षरित किया जायेगा।
IV. जनपद स्तर पर चयनित 02 डिस्ट्रिक्ट सर्विस प्रोवाइडर (DSP) संस्थाओं द्वारा सी.एस.सी. 3.0 योजना में कार्यरत Existing VLEs को प्राथमिकता देते हुये उनकी निरंतरता बनायी रखी जायेगी।
V. जनपद में प्रत्येक डीएसपी संस्था द्वारा सीएससी 4.0 योजना में शहरी क्षेत्र में 10 हजार की आबादी एवं ग्रामीण क्षेत्र में प्रति ग्राम पंचायत न्यूनतम 02 जनसेवा केन्द्र स्थापित / संचालित किये जायेंगे।
VI. प्रत्येक ग्राम पंचायत में पंचायत सहायक द्वारा संचालित केंद्र पंचायत सचिवालय/पंचायत भवन मे कार्य करेगा।
VII. ग्राम पंचायतों में कार्यरत जन सेवा केन्द्रों में से अनिवर्यत: 01 वी0एल0ई0 ग्राम पंचायत सचिवालय भवन में स्थापित होगा एवं पूर्व से कार्यरत वी0एल0ई0 यथावत कार्यरत रहेंगे।

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VIII. सीएससी 4.0 परियोजना की अवधि 03 वर्ष होगी। 03 वर्ष के उपरान्त डीईजीएस एवं डीएसपी संस्था की आपसी सहमति से आगामी 02 वर्षों के लिये हस्ताक्षरित अनुबन्ध को विस्तारित किया जा सकेगा।

IX. पी.पी.पी. मॉडल पर खुली एवं पारदर्शी निविदा के माध्यम से डिस्ट्रिक्ट सर्विस प्रोवाइडर संस्थाओं का चयन करते हुए जनसेवा केन्द्रों का संचालन किया जायेगा।

X. आर.एफ.पी. के अनुसार डी.एस.पी. संस्थाओं के चयन हेतु ई-निविदा एवं अनुबन्ध की कार्यवाही सम्बन्धित डिस्ट्रिक्ट ई-गवर्नेंस सोसायटी द्वारा की जायेगी।

XI. प्रति जनपद प्रति संस्था, टेण्डर फीस रू० 20,000/- (रू० बीस हजार मात्र) एवं ईएमडी फीस रू० 5,00,000/- (पांच लाख मात्र) निर्धारित की गयी है।

XII. निविदा में सफल डीएसपी संस्था द्वारा यूज़र चार्ज संग्रह के आधार पर वर्गीकृत जनपदों हेतु रू० 10 लाख से 20 लाख तक की परफॉर्मेन्स बैंक गारण्टी प्रति जनपद परियोजना अवधि तक जमा कराये जाने की व्यवस्था है।

XIII. डीएसपी संस्थाओं के अधीन कार्यरत जनसेवा केन्द्रों द्वारा आम नागरिकों को शासकीय (जी2सी) सेवाओं के साथ-साथ गैर सरकारी (बी2सी) सेवाएं भी उपलब्ध करायी जा सकेंगी। बी2सी सेवाओं हेतु दरों का निर्धारण सम्बन्धित डीएसपी/वीएलई द्वारा किया जायेगा तथा उक्त से सम्बन्धित सूचना डीएसपी संस्था सम्बन्धित डीईजीएस / सी.ई.जी. को देगी।

XIV. डीएसपी संस्थाओं द्वारा जनसेवा केन्द्र संचालकों (वी.एल.ई.) को (जी2सी) सेवाओं के साथ-साथ गैर सरकारी (बी2सी) सर्विसेज हेतु पृथक-पृथक वॉलेट अनिवार्य रूप से उपलब्ध कराये जायेगें।

XV. ऐसी कोई भी कंपनी/संस्था/फर्म, जिसे निविदा प्रस्तुत करने की अंतिम तिथि से पूर्व पिछले 03 वर्षों के दौरान किसी राज्य सरकार, भारत सरकार, सार्वजनिक उपक्रम (PSU), स्वायत्तशासी संस्था, वैधानिक निकाय अथवा किसी अन्य शासकीय संस्था दवारा ब्लैकलिस्ट, डिबार, निलंबित अथवा प्रतिबंधित किया गया हो, इस निविदा में भाग लेने हेतु पात्र नहीं होगी।

XVI. राज्य स्तर पर सी.ई.जी. द्वारा परियोजना का अनुश्रवण किया जाएगा तथा जनपद स्तर पर डीईजीएस सोसायटी द्वारा डीएसपी संस्थाओं के माध्यम से संचालित जनसेवा केन्द्रों के कार्यों की समीक्षा/अनुश्रवण किया जायेगा।

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XVII. योजना के प्रभावी क्रियान्वयन हेतु Standard Operating Procedures (SOPs) **(संलग्नक-4)** का निर्धारण किया गया है, जिसमें योजना से सम्बन्धित सभी स्टेक होल्डर्स यथा- सेंटर फॉर ई-गवर्नेन्स (सी.ई.जी.), डिस्ट्रिक्ट ई-गवर्नेन्स सोसाइटी (डी.ई.जी.एस.), एन.आई.सी., लखनऊ यूनिट, डिस्ट्रिक्ट सर्विस प्रोवाइडर (डी.एस.पी.) एवं जन सेवा केन्द्र संचालक (वी.एल.ई.) के उत्तरदायित्वों, Service Level Agreement (SLA) & Penalty Clauses का प्रावधान किया गया है।

XVIII. जन सेवा केन्द्रों द्वारा आम जनमानस को उपलब्ध कराई जाने वाली सेवाओं की गुणवत्ता (Service Quality) हेतु KPIs का निर्धारण कर आंकिक मूल्यांकन प्रणाली तथा सेवाओं में निरन्तर सुधार हेतु आम जनमानस से फीडबैक लिए जाने की प्रणाली विकसित की जायेगी।

XIX. योजना से सम्बन्धित शिकायतों/ कठिनाइयों के त्वरित समाधान के लिए सम्बन्धित डी.एस.पी. संस्थाओं द्वारा Grievance Redressal Portal का विकास किया जाएगा, जिसकी Access & Reporting जनपद स्तर पर डी.ई.जी.एस. सोसाइटी तथा राज्य स्तर पर सी.ई.जी. सोसाइटी को उपलब्ध होगी।

XX. सम्बन्धित डी.एस.पी. संस्थाओं द्वारा जनपद स्तर पर हेल्पडेस्क स्थापना की जायेगी तथा मासिक आधार पर रिपोर्ट सम्बन्धित डी.ई.जी.एस. सोसाइटी को उपलब्ध करायी जायेगी।

5- आर.एफ.पी. प्रकाशन एवं उससे सम्बन्धित कार्य प्रत्येक जनपद की डी.ई.जी.एस. सोसाइटी द्वारा जिलाधिकारी की अध्यक्षता में स्थापित समिति द्वारा किया जायेगा। प्रत्येक जनपद में 02 डी.एस.पी. संस्थाओं का चयन ऑनलाईन ई-टेण्डर पोर्टल के माध्यम से किया जायेगा। प्रकाशित आर.एफ.पी. के सापेक्ष निविदादाताओं द्वारा सभी तकनीकी एवं वित्तीय प्रस्ताव (प्रपत्र) ई-टेण्डर पोर्टल पर ही उपलब्ध कराये जायेंगे। निविदादाताओं से प्राप्त सभी तकनीकी एवं वित्तीय प्रस्तावों का मूल्यांकन जिलाधिकारी की अध्यक्षता में गठित समिति द्वारा पूर्ण किया जायेगा। आर.एफ.पी. सम्बन्धी समस्त कार्यों को पूर्ण करने की समय-सीमायें आर.एफ.पी. के पृष्ठ संख्या-7 के बिन्दु संख्या-1.3 में उल्लिखित है। आर.एफ.पी. की समय-सीमा का कड़ाई से अनुपालन करते हुये सभी डी.ई.जी.एस. सोसाइटी द्वारा आर.एफ.पी. प्रक्रियाओं को पूर्ण कर आर.एफ.पी. की व्यवस्थानुसार लिखित सूचना (माह अक्टूबर, 2026 के द्वितीय सप्ताह तक प्रत्येक दशा में) सी.ई.जी. कार्यालय को उपलब्ध करा दी जाये।

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2- इस शासनादेश की प्रमाणिकता वेब साइट http://shasanadesh.up.gov.in से सत्यापित की जा सकती है ।

6- उक्त के अतिरिक्त राज्य स्तर पर सी.ई.जी. द्वारा प्रति जनपद 02 डी.एस.पी. संस्थाओं का आवंटन किया जायेगा। यह भी अपेक्षित है कि राज्य मुख्यालय पर सी.ई.जी. द्वारा डी.एस.पी. संस्थाओं के आवंटन के समय प्रत्येक जनपद की डी.ई.जी.एस. सोसाइटी के प्रतिनिधि उपस्थित रहेंगे।

7- सी.एस.सी.4.0 परियोजना की मॉडल आर.एफ.पी. का प्रारूप सी.ई.जी. की वेबसाइट (https://upite.gov.in/CEG/) से डाउनलोड किया जा सकता है। इसके अतिरिक्त अन्य जानकारी हेतु सी.ई.जी.कार्यालय के फोन नं0-0522-2304706 तथा कार्यालय की ईमेल आई.डी. ceglko.up@gmail.com एवं हेड, एस.ई.एम.टी., उ0प्र0 की ईमेल आई.डी. jitendra.s@semt.gov.in से सम्पर्क किया जा सकता है।

8- इस संबंध में मुझे यह कहने का निदेश हुआ है कि कृपया उपरोक्तानुसार सीएससी 4.0 परियोजना के क्रियान्वयन हेतु निविदा की कार्यवाही पूर्ण कराये जाने के सम्बन्ध में आवश्यक कार्यवाही कराने का कष्ट करें।

संलग्नक-यथोक्त।

भवदीय,
आलोक कुमार
प्रमुख सचिव।

पृष्ठांकन संख्या एवं दिनांक तदैव:-

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषितः-

1. मुख्य सचिव, उ०प्र० शासन।
2. औद्योगिक विकास आयुक्त, उ०प्र० शासन।
3. राज्य समन्वयक, सेंटर फॉर ई-गवर्नेन्स, लखनऊ, उ0प्र0।
4. राज्य सूचना विज्ञान अधिकारी, एन0आई0सी0, योजना भवन, लखनऊ को इस आशय से प्रेषित कि वह सी.एस.सी.-4.0 परियोजना के क्रियान्वयन हेतु तकनीकी सहयोग के लिये सम्बन्धित अधिकारी को निर्देशित करें।
5. हेड, स्टेट ई-मिशन टीम, उ0प्र0।
6. गार्ड फाइल।

आज्ञा से,
अर्जुन देव भारती
संयुक्त सचिव।

1- यह शासनादेश इलेक्ट्रानिकली जारी किया गया है, अत: इस पर हस्ताक्षर की आवश्यकता नही है ।

2- इस शासनादेश की प्रमाणिकता वेब साइट http://shasanadesh.up.gov.in से सत्यापित की जा सकती है ।

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REQUEST FOR PROPOSAL

FOR

THE SELECTION OF DISTRICT SERVICE PROVIDERS (DSPs)
FOR
ESTABLISHMENT & OPERATIONS OF COMMON SERVICE CENTERS/ JAN SEWA KENDRA IN ALL DISTRICTS OF UTTAR PRADESH

(CSC 4.0)

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Acronyms

B2C	Business to Citizen
CeG	Centre for e-Governance
Centre(s)	Common Service Centre(s) / Jan Sewa Kendra(s)
DeGS	District e-Governance Society
DIO	District Informatics Officer
DM	District Magistrate
DSP	District Service Provider
GoUP	Government of Uttar Pradesh
G2C	Government to Citizen
ICT	Information and Communication Technology
IT	Information Technology
NIC	National Informatics Centre
RFP	Request for Proposal
SSDG	State Service Delivery Gateway
SPOC	Single Point of Contact
SCO	Service Center Operator
GO	Government Orders
MSA	Master Service Agreement

1 Background

1.1 Project Background

This Request for Proposal (RFP) is being released by the Centre for e-Governance for the successful operations of the existing 2,31,000 (approx.) Common Services Centers (CSC's) also known as Jan Sewa Kendra in all the 75 Districts of Uttar Pradesh. The successful bidders shall enter into an agreement with the District e-Governance Society after the bid-process completion. Successful bidder shall also abide to open new centers whenever required after approval from DeGS.

Modern administrative systems have become more and more information-based. This has profoundly altered the environment in which Governments, Citizens and other organizations operate. It has also influenced the way in which new systems are being designed. Common Service Centers/ Jan Sewa Kendras are an excellent e-Governance initiative of Govt. of Uttar Pradesh being implemented at each District Level. The initiative is not only giving a practical shape to the Right of the Citizens to receive Government Services near to their home. These centers are also creating job opportunities for the educated but unemployed youth of the Districts of UP. Common Service Center is a unique public private partnership program, which gives citizens an opportunity to interact with the Government without coming to any Government office.

The Jan Sewa Kendras have been envisioned as the front end delivery points for the Government, Business and Social Services to all citizens.

As on 1st Jan 2008, Common Service Centers /Jan Sewa Kendras are actively running and delivering the Government Services in all the districts of Uttar Pradesh. Instead of coming all the way to the District Office, the citizens can now avail various Government Services at the nearest Jan Sewa Kendra itself. Services/ information like Land Records, Employment Information, Caste, Income, and Domicile certificate etc. more than 350 Government services are online now. To ensure transparency, details of developmental works, ration allotment to fair price shop dealers, money sent to Gram Sabhas etc. are made available to people. The CSC system not only gives citizens an avenue to track the progress on their grievance, but also provides the District Magistrate an effective tool to monitor the performance of various Departments. CSC also provides details of various Government schemes, Government prescribed forms, details of developmental work in the District, lists of old age pensioners, lists of scholarship beneficiaries, Funds allotted in various Govt schemes, allotment of food grains to kotedars, allotments of funds to gram panchayats etc.

Objectives

- To establish Centers/Kiosks for facilitating citizens of urban and rural areas across the District.
- To bring all the Centers under unique set of rules and regulations and manage them under the umbrella of DSP which acts as a bridge between owners of the Centers and District Administration / District e-Governance Society.
- To create proper monitoring mechanism and uniqueness in the charges for opening new centers and renewal of existing Centers,
- To deliver the Government Services to the urban, semi-urban and rural population through Centers so that they do not have to approach to the District Collectorate, Tehsils, Blocks and other Govt. offices.

1.2 RFP Notice

a. The District e-Governance Society, <District Name> invites offers from interested bidders to establish the Common Service Centers in the Urban, and Rural area of the districts. This document is just an invitation to make an offer and does not in any way create any kind of binding relationship till the finalization of the bid process.

b. Center for e-Governance which is the State Designated Agency for implementing e- Governance in the State of Uttar Pradesh has issued a List of Districts as per Annexure where similar Common Service Centers are already established. This RFP is being issued for the 75 districts across the State of Uttar Pradesh, where the selection of the District Service Providers is to be done. A bidder has to choose number of Districts as per the annexure but the total number of Districts allotted to any successful bidder shall be restricted to not more than 40 Districts. The final selection of District Service Providers shall be made at the Center for e-Governance, Lucknow in coordination with respective DeGS as per the criteria mentioned in this document.

c. The project involves setting up of e-enabled Centers at urban, semi-urban and rural areas of these Districts for delivery of G2C and B2C services to the citizens. These centers will be managed by private partners called as "District Service Provider (DSP)". The rates of services to be rendered through this system as per the latest GO of the Department of IT & Electronics, Government of Uttar Pradesh are as given below:

S.No.	Category of Service	DSP's & VLE Share (in INR)	Department Share (in INR)	DeGS Share (in INR)	CeG Share (in INR)	Total User Charge (INR)
1	All G2C Services	15	3	10	2	30

"Every entity mentioned above getting/sharing user charges shall be liable to pay their taxes individually on their share. Above mentioned user charges are inclusive of taxes.

- Interested bidders are advised to study the RFP document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- Interested bidders may download the RFP from <Name of Office> or on the <District Website> after filling the non-refundable online tender fees of Rs. 20,000/-
- All Bid documents must be accompanied by Bid Security (Earnest Money Deposit) of Rs. 5,00,000.00 (Rupees Five lakhs) in form of DD in favor of <Name of Office> this will be held till agreement is finalized.

1.3 Timelines

S. No.	Information	Details
1.	Date of publication of RFP notice	(T)
2.	Last date for submission of written queries for clarifications	(T+8 Days)
3.	Release of response to clarifications	(T+14Days)
4.	Last date and time for receipt of Bids	(T+25 Days)
5.	Last Date for Submission of Priority List For District Selection	(T+25 Days)
6.	Place, Date and Time of opening of Technical Bids	Name of Office 11:00 am (T+26)
7.	Place, Date and Time of opening of Financial Bids	Will be communicated
8.	Date For sending Technical and Financial Score Sheet by DeGS to CeG	Will be communicated
9.	Finalization of DSP List by CeG	Will be communicated
10.	Contact Person for any Query	CeG/DeGS
11.	Cost of RFP document (non-refundable)	Rs. 20,000(GST extra)
12	EMD fees	Rs. 5,00,000 in favor of District e-Governance Society (DeGS)

1.4 Context of the RFP

- The overall objective of this RFP is to select Organizations/ Firms to establish and run the Centers in Urban and rural areas of the Districts aforementioned. The Selected Agency would be responsible for running the centers in the district to deliver the G2C and B2C services to the citizens of Uttar Pradesh.
- District e-Governance Society <Name of District> has to select DSP(s) from the bidder Organizations/ Firms by evaluating their Technical Capabilities regarding their experience in delivering the G2C services, proposed methodologies etc. as per criteria given in this RFP document.

2 Scope of Work

- There will be two District Service Providers (DSP) in each district for rural & urban area.
- Each DSP has mandate to operate existing CSCs and open new Centers considering at least one Jan Sewa Kendra (CSC) in urban area covering population of 10000 and one CSC in each Gram Panchayat. It is mandatory that at least 01 CSC shall be functional by each DSP in 10000 population of urban area and every gram panchayat of Rural area of every district.
- Out of the two Common Service Centres (CSCs) to be established in each Gram Panchayat, one CSC shall be established & operationalized in the Gram Sachivalaya within its allotted jurisdiction. Through this centre, services of the Panchayati Raj Department, along with services of other government departments, shall also be delivered to citizens through e-District Portal.
- Each DSP shall ensure to establish & operate targeted CSCs in next 4 months after signing of agreement with DeGS.
- The Key Performance Indicator (KPI)-based service quality assessment framework for the services delivered through CSCs shall be developed under CSC 4.0. A centralized citizen feedback mechanism shall also be developed to facilitate periodic evaluation and continuous improvement of service delivery.
- The DSP will integrate suppliers, partners, the State Government, the CSCs and Customers into a Web enabled value chain. The key challenges for DSP would be to manage secured, safe and trusted service delivery channel on one hand and integrate pieces of service delivery chain on the other. DSP would host applications in the Centralized Data Center and applications via internet. The DSP will maintain the security and integrity of the Data, business processes and transactions at all the times and protect all the assets of the project, intellectual and physical. The DSP will assume complete responsibility for the managerial, Financial and technical, HR, Logistics and other resources and ensure viability, visibility and high quality performance of the CSCs.
- The DSP shall act as a Service Access Provider and Network manager for the CSCs. For this purpose, it is expected that the DSP should consider setting up of a portal for enabling access to the services of the non-Government businesses and make them available to the CSC access points.
- The DSP would select such Computer Centers / Cyber Cafe owners and other entrepreneur in IT related business only in urban and rural areas of the District who fulfill the basic infrastructure requirement for provision of G2C and B2C Services to the citizens. DSP shall give preference to the existing VLE/Center Owner. DSP has to ensure that Centers Owner should have a minimum one computer set with broadband connection of at least 10 Mbps speed and antivirus installed, multifunction printer (photocopier, scanner and printer), web-cam, a wardrobe to store the hard copies / documents received from the citizens etc.
- Protecting IT infrastructure and Data from Virus attack, unauthorized access/modification/deletion of data. Service provider shall be responsible for any loss or damage suffered by CeG, Departments or Citizens due to such causes. The bidder will be liable legally in such an event.
- DSP shall establish one office at each District with minimum 3 exp. resources (manpower) dedicated for G2C services.
- DSP shall ensure the proper management of the hard copies / documents received from the citizens and delivery of certificates to the citizens.
- DSP shall be required to manage the Centers on self-sustaining model.
- DSP could add private domain services other than Government Domain services to service basket for the sustainability of the model. However, the same should be in conformity with guidelines issued by District Administration / District e-Governance Society from time to time. DSP or its authorized Centre owner would be accountable for rendering these services.
- DSP will provide financial statements for reconciliation purposes to CeG as and when required. Facilities for e-payments should also be made available.

2.1 Key Deliverables

- The Selected service provider shall prepare a plan of action for smooth takeover of operation of CSC Centers from the exiting service providers. Plan of action shall be submitted by selected service provider at the time of signing of contract to DeGS. The selected service provider shall work along with existing service provider for 15 days subsequent to the date of signing of contract. The DSP will ensure the delivery of Government services as directed by the District Administration/DeGS from the proposed Centers.
- The DSP will ensure regular interaction with the District Administration/DeGS every week to update them about the progress in the roll out of Centers and other issues and challenges faced during roll out.
- The DSP shall be responsible to impart training to the center operators on a regular basis and shall keep them apprised of the new developments and changes made by the state in the processes.
- The citizens should get all the services of government that are made available electronically to CSC's, during indicated time periods on Government working days and holidays but without any relation to the jurisdiction of a particular office of a particular department or agency within a particular District.
- The quality of service should be in accordance to the best practices in the industry for Citizen Service.
- Service Provider shall be responsible for maintaining, changing, upgrading and developing its software application for existing as well newer services. Application Software to meet the demand of current services and new services being added from time to time.

2.2 New Centre Owner Selection Criteria

- It is envisaged that the Centre Owner should be minimum of age of 18 years.
- Minimum education qualification shall be a minimum 10th pass from any recognized board.
- DSP shall give preference to existing Jan Sewa Kendra Owner, Cyber Cafe, Computer Centre Owners and agents of Various Business Services such as IRCTC, BSNL etc.
- He / She / Transgender should be able to read and write in the local dialect as well as have basic level knowledge of English language.
- He / She / Transgender should be versed in basic operations of the computer and usage of standard applications. Otherwise, the DSP should arrange for the selected Centre Owner to be trained in Basic Computer operations/ usage.

2.3 Operational Guidelines for DSP

2.3.1 Scheme Rollout Period

- The Selected service provider shall prepare a plan of action for smooth takeover of operation of CSC Centers from the exiting service providers. Plan of action shall be submitted by selected service provider at the time of signing of contract. The selected service provider shall work along with existing service provider for 15 days subsequent to the date of signing of contract. During this period of 15 days. The DSP will ensure the delivery of Government services as directed by the District Administration/DeGS from the proposed Centers.
- The DSP shall manage the Centers for next 3 years from the date of signing the MSA with DeGS. The MSA would be signed within 30 days from the issuance of the Letter of Intent (LoI). The DSP shall establish, operate and manage the centers for overall duration of 3 years.
- At the end of contract period, the contract period of DSP may be extended for 2 years on mutual agreeable basis and after approval from Govt. of UP.

- Once the DSP signs an agreement with the DeGS, the DSP has to formulate and submit a detailed plan of implementation. It may be noted that the timelines and the service level agreements will be enforced strictly. Any delay in implementation of the Centers within the stipulated period would be deemed as an event of default.
- All Selected DSPs shall provide a separate application logins (administrative user) rights to CeG Officials for the overall monitoring of roll-out of CSC across the State of UP.

2.3.2 Key Guidelines

Following are some of the key operational guidelines for the DSPs to conduct and run the Centers:

a) **Mandatory delivery of G2C Services:** The Centers will have to provide all the provisioned e-Governance services as approved and decided by the District Administration, DeGS & GoUP to the citizens. The DSP would charge fees for the e-Governance services as prescribed by the State Government from the time being in force. However, the DSP would decide charges for the non-government services as agreed with concerned organization, such services and charges will be communicated to DEGS.

b) **DSP-Centre Owner Relationship**; The Centre Owner are preferred to be Existing CSC/ Computer Centre / Cyber Cafe Owners / Agents of Various Business Services and other entrepreneur in IT related business. In order to safeguard the interest of the Centre Owner participating in the scheme, following guidelines need to be adhered by DSP:

I. **Capital Investments:** Business model of DSP envisages Capital Investments to be made by Centre Owner/DSP in the Centre infrastructure.

II. **Registration/Renewal fees for CSC Centers: -** : Bidder can charge maximum of registration fees as per the below table on yearly basis.

S. No.	Type of Center	Cat-A District	Cat-B District	Cat-C District.
1.	Urban	Rs. 2000	Rs. 1500	Rs. 1000
2.	Rural	Rs. 1000	Rs. 750	Rs. 500

No DSP is allowed to charge more than above mentioned fees. If found guilty, Contract shall be liable for termination.

III. Security Fee / Deposit: - Security fees must be in digital mode only i.e. Demand draft etc. to be made by Centre Owner. This security deposit must be refundable within 3 months after the completion/ termination of the DSP - Centre Owner contract as per the terms of the contract. This is one time fee.

S. No.	Type of Center	Cat-A District	Cat-B District	Cat-C District.
1.	Urban	Rs. 2000	Rs. 1500	Rs. 1000
2.	Rural	Rs. 1000	Rs. 750	Rs. 500

IV. **Recurring Expenses:** All monthly recurring expenditures are to be borne by Centre Owner. The DSP needs to establish a grievance redressal mechanism for sorting out the DSP- Centre Owner contractual and operational issues.

V. While terminating the Centre owner, DSP shall inform the District Magistrate/ District e-Governance Society.

c) **Location of Centers:** DSP will take a prior approval from DeGS regarding locations of the Centers to be opened. DeGS will decide on the number of Centers to be opened in the urban areas of the district based on the population and requirement in the District. The number of mandated Centers in the rural areas will be two CSC in each Gram Panchayat.

d) Activation & Deactivation of VLE's ID, DSP will inform to DeGS at least 3 day in advance.

e) **Timings of Operation:** The Centers will function for a minimum of 8 hours on all days notified as working days by the DeGS. On all Sundays and public holidays, excluding the National Holidays, Centers will function for a minimum of four hours. This is only indicative and can be

different as will be prescribed by the DeGS.

f) **Service Level Agreements:** DeGS will prepare an Agreement and sign with DSP, based on the Rules and Regulation in this RFP.

g) **Adherence to rollout Metrics:** DSPs are expected to ensure strict observance of Service Level Metrics laid out in this RFP document. The DSP shall ensure that the Centre Owner keeps a citizen charter / GOs of the complete list of services available at the Centre, time taken for delivery and pricing of the various services prominently. In the event that DSP fails to achieve agreed Service Levels, the DSP would have to pay liquidated damages as prescribed in this RFP document Annexure.

h) The DSP will obtain all applicable statutory clearances for providing all G2C and B2C service at the Centers.

i) DSP/VLE are not allowed to use UP Govt. name, logo etc. as branding for B2C, B2B etc. services.

3 Bid Process

3.1 General Terms & Conditions of RFP

a. The Agency/Agencies selected by the Center for e-Governance, Lucknow shall be called District Service Provider(s) (DSPs).

b. The selection of the DSP will be for a period of max. 3 Years from the date of signing of contract. Before issue of Work Order, the DSP shall submit a single security in the form of Fixed Deposit or Performance Bank Guarantee (Annexure - Form 4) in favor of District e-Governance Society (DeGS), < District Name > for valid until 42 months. Selected Bidder will have to extend their PBG in case of extension. The performance bank guarantee shall be as per the below table for Districts.

S. No.	Category Wise	PBG-Amount(Per District)
1	A-Category District	Rs. 20,00,000 (Rupees Twenty Lakhs only)
2	B- Category District	Rs. 15,00,000 (Rupees Fifteen Lakhs Only)
3	C-Category District	Rs. 10,00,000(Rupees Ten Lakh Only)

c. The Performance Bank Guarantee of DSP shall be refunded only after the successful return of Security amount received from all the VLE's. After fulfilling this criteria, DSP's are entitled for the claim of PBG. PBG shall be returned within 30 days after expiry of the Agreement after satisfactory reconciliation of accounts between the DSP and the DeGS.

d. The DSP and DeGS shall work together in the respective areas/fields for providing quality services.

e. At the time of allotment of the work to the DSP, an Agreement defining the terms and conditions of the RFP will have to be signed between DeGS and the DSP.

f. If the DSP hides some information, gives wrong information, or is found misrepresenting, selection of that DSP shall liable to be cancelled.

g. DeGS has rights to cancel the tender at any point of time during bid process management. After cancellation, DeGS has rights to re-tender.

h. DeGS has right to conduct fresh bidding in case two DSPs are not selected, and in case of cancelation of agreement of a DSP.

3.2 Eligibility & Evaluation Criteria

The following criteria must be fulfilled by any organization willing to become a DSP:

3.2.1 Pre-Qualification Criteria

a. The Bidder should be a registered Company/Partnership firm/LLP/society (as defined in related Act).

b. The Bidder organization need to be in operation for at least 3 years from bid calling date. A Certificate of Incorporation and Certificate of Commencement issued by the Registrar of Companies.

c. Bidder should not be blacklisted or declared ineligible for corrupt and fraudulent practices by any Central/State Government /affiliate or Public Sector undertaking. Self-certification from authorized signatory will be required to submit along with the Bid.

d. Bidder should have experience in Implementing IT/e-Governance projects having direct

interface with citizens/Govt. agencies/PSUs/Government Undertakings. (Work Order/Completion Certificate)

e. Annual Turnover of the applicant averaged over the last 3 financial years must be at least Rupees 3 Crore for bidding in one district. The bidder is free to bid for any number of Districts in the State but at the time of allotment of District to the successful bidder the average turnover of the bidder should be minimum Rs.3 Crore per District. For Example If the bidder has applied for 6 Districts and is declared successful in 4 Districts then the average turnover over the last three Financial Years of the Bidder must be a minimum of Rs.12.0 Crore (Rs. 3 Crore X 4 Districts)

3.2.2 The Bidding Documents

Cost of Bidding

I. The Bidder shall bear all costs associated with the preparation and submission of its bid and Society, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

II. The bid document will be available on online tender portal. Interested bidder shall download the copy from the website. The bidders shall have to pay online tender fee of Rs. 20,000 (Twenty Thousand Only) in favor of the District e-Governance Society <District Name>

III. This RFP document will also be available on the district website <District Website> to view and download the bidding document.

IV. The Bidder shall submit, along with their bids, Earnest Money Deposit for every district of Rs. 5,00,000/-(Five Lacs Only) through Demand Draft or Bank Guarantee issued by any Scheduled or nationalized bank in favor of the <District e-Governance Society> and should have validity for 3 months from the due date of the tender RFP. Bidder has to be submit scanned copy of EMD in online financial bid and Hardcopy to be submitted at bid submission.

V. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

VI. RFP document fee will be non-refundable to the bidders.

Contents of Technical Bid

Bidding procedures and other terms and conditions are prescribed in the RFP. The Technical Bid document should include details about the following:

a. About the Organization / Firm,
b. Roles & Responsibilities of DSP as per their understanding about this Project,
c. Approach & Methodology for implementation,
d. Work Plan, Transition & Roll-Out Plan
e. Business Plan / Revenue Model,
f. As per forms defined in this RFP i.e
   - Notice to Submit Request for Proposal
   - Certificate of Incorporation
   - Turnover during Last 3 Years(CA Certificate to be attached)
   - Experience in implementing IT/e-Governance Projects
   - Earnest Money Deposit.

- Checklist: Mandatory Supporting Documents
- Exhibit 1: Table of Service Level Metrics
- Liquidated Damages
- Self-Declaration
- Annexure (A) – District Category List
- Annexure (B) - List of services being provided at present

The Bidder is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required as per the RFP or submission of a bid not responsive to the RFP in every respect will be at the Bidder's risk and may result in rejection of his bid.

Clarification of Bid

All those bidders who had obtained bid document, by paying Bid document Fee, from the DeGS prior to Date and Time fixed for Pre Bid meeting can participate in the meeting to seek clarifications on the bid, if any.

All the queries that need to be clarified by DeGS and must be received by way of email / letter to the mentioned email id in bid document on or before mentioned date so as to clarify the same during the pre-bid meeting.. However it is not mandatory to participate in pre Bid meeting. Pre Bid Meeting will be held at the following address:-

<Office Address><District Name>

Amendment of RFP Documents

At any time prior to the deadline for submission of bids, DeGS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by amendments. Such amendments shall be intimated through corrigendum and shall form an integral part of bid documents. The relevant clauses of the RFP shall be treated as amended accordingly.

All prospective bidders those who have purchased the bidding documents should check the website for the amendments, No separate notification shall be sent to them. Amendment will also be placed on website where RFP was hosted.

In order to allow prospective bidders reasonable time to take the amendment into account in preparing their bids, the DeGS, at its discretion, may extend the deadline for the submission of bids

3.2.3 Preparation and Submission Of Bids

I. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and Society shall be written either in Hindi or English language. Only English numerals shall be used in the bid.

II. Period of Validity of Bids

a. Bids shall remain valid for 180 days after the date of bid opening prescribed by DeGS. A bid valid for a shorter period shall be rejected by DeGS as nonresponsive.

b. In exceptional circumstances, DeGS may solicit the Bidder's consent to an extension of the period of bid validity. The request and the response thereto shall be made in writing. The bid security shall also be suitably extended. However a bidder granting the request will not be permitted to modify its bid.

c. The outer envelopes shall clearly indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late".

d. If the outer envelope is not sealed and marked as required above, DeGS will assume no responsibility for the bid's misplacement or premature opening

III. Submission of Technical Bid

a. Bidders should submit their Technical Bid online as well as physically copy at DeGS office. by duly filling and signing each page of bid documents along with all required enclosures in sealed cover clearly marked on the top of the envelop " Technical Bid for Selection of District Service Provider for Establishment/Operations of Jan Seva Kendras at Urban and Rural Areas of < Name of District> and should reach <Name and address of DeGS office>, on or before the last date and time mentioned in the RFP.".

b. For delay in submission of bids due to any reasons, the bidders shall only be held responsible.

IV. Sealing and Marking of Financial Bid

All the financial shall be uploaded online only. No Hard copy to be submitted, any hard copy submitted shall be liable for rejection**.**

V. Deadline for Submission of Bids

a. Bids must be submitted by the bidders as per the time and date as mentioned in RFP/ Corrigendum. Bids submitted after the due date shall not be accepted.

b. DeGS may, at its discretion, extend this deadline for submission of bids by amending the RFP Document, in which case all rights and obligations of DeGS and Bidders previously subject **to the deadline will thereafter be subject to the deadline as extended.**

VI. Late Bids

a. Once the bid submission date and time is over, the bidder cannot submit its bid.

VII. Withdrawal and Resubmission of Bids

a. At any point of time, a bidder can withdraw its bid submitted before the bid submission end date and time.

b. No bid can be resubmitted after the deadline for submission of bids.

c. No bid cannot be withdrawn after bid submission end date. Withdrawal of a bid will result into forfeit of its bid security (EMD).

VIII. Bid Opening and Evaluation Of Bids

I. Opening of Technical Bids by Tender Committee

a. DeGS will open all technical bids as per the Schedule in RFP/Corrigendum. In the event of the specified date of bid opening being declared a holiday for DeGS then the bids shall be opened on next working day and at the same scheduled time in the office of DeGS.

b. Bids shall be opened in the presence of bidder's authorized representatives, who choose to attend. The bidder representatives who are present shall sign a register evidencing their attendance.

c. The bids of only those bidders shall be considered for evaluations that are found responsive to the terms and conditions of this RFP document. The bids that are found non-responsive to the terms and conditions of RFP document shall be out rightly rejected and no fee shall be returned to the bidder.

II. Clarification of Bids

a. During evaluation of bids DeGS may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing.

b. No Bidder shall contact Society on any matter relating to its bid, from the time of the bid opening till the time of disposal of its bid. If the bidder wishes to bring additional information to the notice of DeGS, Bidder can do so in writing.

c. Any effort by a Bidder to influence DeGS in its decisions on bid evaluation may result in rejection of the Bidder's bid.

III. Evaluation of Bids

i. Evaluation of Pre-Qualification Bids

a. Pre - qualification bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the bidder will be examined prima facie to see if the technical skill base and financial capacity and other bidder attributes claimed therein are consistent with the need of this project.

b. In the second step, DeGS may ask bidder(s) for additional information, visit to bidders site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation

ii. Evaluation of Technical Bids

a. Technical bids of only those bidders will be opened and evaluated who are declared qualified in Pre-Qualification Bid evaluation

b. DeGS will examine the bids to determine whether they are complete, whether they meet all the conditions of the RFP, whether required RFP fee and other required documents have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Any bid not fulfilling these requirements shall be rejected.

c. Evaluation of the bids shall be done only as per the evaluation criteria on requirements and experience given below.

d. DeGS may carry out physical inspection and verification of the information given by the bidder at any time during or after the selection of the bidder.

3.3 Evaluation Criteria:

The evaluation will be undertaken on a score based system as given below:

S. No.	Evaluation Criteria	Max. Marks	Documents
1	Implementation and common service centres in various States. One State -> 15 Marks Two & more than Two States -> 20 Marks	20	Bidder to produce Client Certificate/LOI/Completion certificate.
2	Experience in having worked on more than 100 Locations in any Government Citizen Centric Project in the Last 5 Years for Central/any State Government/PSU(S)/Government Institutions Directly (Work Order/Contract letter to be enclosed)(Project involving anytime anywhere availability of service, Transparent efficient delivery of service and Improved quality of service by the use of ICT). 1-300 Locations-> 10 Marks 301-1000 Locations-> 15 Marks 1001 & above-> 20 Marks	20	Work Order/Contract letter to be enclosed
3	Bidders experience in Successfully executed Similar Citizen Centric Project through CSCs / Kiosks / Counters in districts of any State of India other than Uttar Pradesh in last 3 years. 1-10 Districts-> 15 Marks Above 10 Districts-> 20 marks	20	Copy of Work Order/LoI/Completion Certification of Projects certified by the Clients.
4	Bidders experience in Delivering Citizen Centric Services of State government department through CSCs / Kiosks / Counters in Districts of Uttar Pradesh. 0-300 Centres-> 10 Marks Above 300 Centres-> 20 Marks	20	Bidder to produce Client Certificate/LOI/Completion certificate.
5	Annual Turnover of the applicant averaged over the last 3 financial years Rs. 3 Cr-> 15 Marks Above Rs. 3 Cr-> 20 Marks	20	CA Certificate Clearly showing last three financial year turnover and Average Turnover.
Total Marks		100	

Based on the evaluation criteria mentioned above, each Technical Bid will be assigned a technical score out of a maximum of 100 points.

The minimum technical score required for qualifying is 65 Points. Those bidder scoring minimum 65 points would only be considered for opening of financial bid.

- **Evaluation of Financial Bids**

1) Total share of DSP & VLE is Rs. 15/- for all G2C services.
2) Minimum share to VLE in DSP & VLE Share is Rs. 11/-, otherwise bid will be rejected.

3) The bidder quoting maximum share to VLE will be declared H1.

Below are the example: - Where three bidders X, Y and Z have participated in bid process and quoted below mentioned user charges share to VLE.

Particulars	Bidder X		Bidder Y		Bidder Z	
	DSP Share	VLE Share	DSP Share	VLE Share	DSP Share	VLE Share
DSP& VLE share for G2C Services (Rs. 15/-)	2	13	3	12	4	11

As per point no. 3 mentioned above of Financial evaluation below is the final rating of bidders:-

S.No	Bidder Name	Share to VLE(Rs.)	Rank
1	X	13	H1
2	Y	12	H2
3	Z	11	H3

As two DSPs shall be selected in a district, H1 bidder has quoted the highest share per transaction to be given to VLE. So, H2 bidder will have to match the VLE share being quoted by H1 bidder in order to be the second successful DSP in a district. After matching the rate of H1 bidder by H2 bidder, the second selected DSP share will be as follow:-

S.No	Bidder Name	Share to VLE(Rs.)	Rank
1	X	13	H1
2	Y	13	H2

If H2 bidder is not willing to match the H1 bidder rates then, H3 bidder will be offered to match the rate of H1 bidder and so on.

Process in case of a Tie

If two Bidders have quoted the same amount of highest share per transaction to be given to VLE, then the DeGS will select both bidders.

If more than two Bidders have quoted the same amount of highest share per transaction to be given to VLE, then the DeGS will prioritize the criteria's for final selection of the DSP as follows:

I. Bidder having highest Technical evaluation marks will be selected as H1 & H2 Bidder. ***if even the technical scores are same then the second criteria will be adopted for the selection of the successful bidder***

II. ***Bidders having highest average turnover in last three financial years as per the CA Certificate will be selected as H1 & H2 bidder.***

After financial evaluation, DeGS will prepare a list in the following format:

Sr No	Bidder Name	Rank	Aggregated Share to VLE (Rs)	Technical Score (Out of 100)
1	ABC	H1		
2	XYZ	H2		
3	…	H3		
..	…..	…		
..	…	….		

Announcement of Bids

The Financial Bids will be opened in the presence of Bidder's representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance. The name of Bidder, DSP-VLE Share, etc. will be announced at the meeting. In the event of the specified date of Bid opening being declared a holiday for, the Bids shall be opened at the appointed time and location on the next working day.

District Allotment by CeG

CeG has classified 75 districts into 3 categories (Category A, B, C) based on the number of transactions associated for financial year 2025-26 for G2C services as per *Annexure* (*High Transaction Districts are in Category A, Medium Transaction Districts are in Category B & Low transaction Districts are in Category C*)

Category A	Category B	Category C
30 Districts	25 Districts	20 Districts

Each district will send the details of their selection of H1, H2 and H3 based on financial bid in following format –

Sr No	Bidder Name	Rank	Share to VLE (in Rs)	Technical Score (Out of 100)
1	ABC	H1		
2	XYZ	H2		
3	…	H3		

- CeG will compile the lists received from 75 districts
- Allotment will be conducted at CeG headquarters Lucknow.
- During this District allotment presence of nodal officer from respective DeGS and a representative of DSP is mandatory.
- District Allotment to the bidders will start from the district which has the least number of transactions associated for financial year 2025-26 for G2C services and will end at highest transaction district in sequential manner.
- District will be allocated to the two successful bidders (H1) as notified by DeGS.
- In case if H1 bidder is not willing to work in that district, H2 and H3 bidder will be given the opportunity. H3 bidder has to match the H2 rates. EMD of H1 bidder (decliner) will be forfeited.
- To any bidder the maximum allocation in each category will be as follows –

- Category A – 20 districts
- Category B – 10 districts
- Category C – 10 districts

(Max 40 districts to single bidder)

- Selected bidder can have maximum 40 districts to be allocated from all categories.
- In case if a district doesn't have any bidder CeG has authority to re conduct bidding through DeGS or allocate those districts to the bidders who show their interest.
- In case a district is still un-allocated CeG will allocate them to top three bidders.
- Final allotment will be published by CeG
- Successful bidder will be notified and will submit the performance bank guarantee to respective DeGS
- DeGS will communicate for final allocation of district to bidder,
- DeGS shall enter into a separate contract, incorporating all agreements between DeGS and the successful bidder within next 7 days.
- DeGS will promptly notify each unsuccessful bidder and return their Bid Security / EMD after the agreement with successful bidders.

Code of Conduct

a. Relationship with Centre Owner: Dealings with Centre owners must be conducted in an ethical manner, terms of agreement should be clearly and precisely expressed and fulfilled in good faith.

b. Work undertaken should be carried out promptly and efficiently and Centre's owner's interests properly safeguarded.

c. Relationship with Employees: DSP shall strive to employ high caliber staff, offer fair, and equal opportunities for growth and development. Relevant training and constant upgrading of the employees has to be provided in line with job responsibilities. Also, employees have to be informed of their obligation to keep important data confidential and of the fact that any professional misconduct constituting of unauthorized disclosure of confidential nature or violation of copyright laws will cause employers to take disciplinary action.

Termination for Default

DeGS may without prejudice to any other remedy for breach of contract, or on default by the DSP, terminate the contract in whole or in part if:-

- DSP fail to deliver any or all of the obligations within the time period specified in the work order/contract, or any extension thereof granted.
- DSP fail to perform any other obligation under the work order/contract.
- Termination / Suspension of Selection
- DeGS may at any time terminate contract without compensation to the DSP, if DSPs becomes bankrupt or otherwise insolvent.
- DeGS may at any time terminate the contract for its convenience due to degraded performance of assigned work or due to false information provided by DSP.
- **DeGS may terminate the contract on violation of Moral Code of Conduct. If the DeGS finds any of the activities of the DSP or VLE as illegal and against the accepted norms the contract shall be terminated.**

Settlement of Disputes

- In case a Party is of the opinion that a dispute has arisen under this RFP, the Party shall notify the other Party of the detailed nature of the dispute, the right or obligation under this Agreement to which the dispute relates, and the relief sought by the Party raising the dispute.
- The Parties shall in the first instance attempt to resolve the dispute in good faith. In case, the Parties are unable to resolve the dispute, the matter shall be referred to the DeGS in accordance with the Agreement.
- The DeGS shall attempt to resolve the dispute in a meeting specially convened for the purpose. The representatives of all Parties shall be invited to participate in such meetings.
- The negotiations between the Parties and the proceedings before the DeGS shall be kept confidential unless Parties agree otherwise.
- Each Party shall bear its own cost in relation to the dispute resolution as aforesaid.
- In case the issue remains unresolved the parties shall approach the Divisional Commissioner for final resolution of the conflict.
- All the disputes arises due to B2C, B2B services shall be settled by DSP & VLE itself. No such issues shall be addressed by DeGS, CeG & Dept of IT & E GoUP,

Roles and Responsibilities

District e-Governance Society (DeGS)

A Society, headed by the District Magistrate shall be responsible for the implementation, Monitoring and management of the project at the district level. Society will play a key role in the post implementation operation and maintenance phase of the Scheme. Society is responsible, on behalf of the Government of U.P. to coordinate and monitor the implementation and operation of the Scheme. The Society, through the Districts Administration, shall nominate a nodal officer at District Level with whom DSP will require to interact for smooth operation of day-to-day functioning. The Society may communicate to DSP through fax, e-mail or courier, or even by word of mouth in time of emergency, which subsequently would be supplemented with a communication in writing.

a. DeGS is competent to make administrative decision to ensure smooth and efficient operation for the benefit of the Scheme.

b. DeGS will provide DSP with the information that may require for smooth and effective running of the Scheme. Such as, copies of latest rules / GOs, regulations, and procedures applicable to the Scheme, tax/fee structures applicable, Calendar of operations for the Centre etc.

c. DeGS shall not be responsible for any claim/damage awarded for possible deficiency in service attributable to any act of omission/fraud/theft/missing etc. committed by the staff of DSP/Centre either willfully or by negligence or whatsoever.

d. DeGS will ensure timely redressal of grievances of citizens at large, received through the DSP/Centers.

e. All the issues related to G2C services shall be entertained by DeGS of respective districts only.

f. The District Panchayati Raj Officer (DPRO) and Assistant District Panchayati Raj Officer (ADPRO) shall be included as key members of the District e-Governance Society (DeGS) and DeGS ensure effective monitoring of the establishment, closure, and operation of CSCs, and to facilitate timely resolution of related issues.

State Departments

a. Would allow the DSPs to deliver their services through the Centers.

b. Would dispose all the transactions carried through the Centers within the stipulated time period.

c. Would address the grievances, which may arise out of Jan Seva Kendra mechanism.

District Service Provider (DSP)

The responsibilities of the DSP would include the following:

a. Scouting for entrepreneurs: The DSP would scout for Centre. It is important that a qualified Centre owner is selected through an appropriate selection process. The DSP will need to sign a legal agreement with the Centre owners clearly delineating their respective roles, responsibilities, and commercial terms including security to be deposited by Centre owners with the DSP, tie-ups, Service-Level liabilities etc. The agreement, amongst others, will also provide the provisions to be applicable in case of termination of the contract between DSP and Centre owners, replacement of Centre owners, refund of security etc. The DSP would be responsible for maintaining documents and database of information related to the Centre

owners. Prior to commencement of the operations, DSP will submit a certified copy of the legal document (agreement) duly signed with each of the Centre owners to DeGS.

b. While selecting Centre Owners, DSP shall abide by the criteria set by RFP.

c. DSP shall appoint a Nodal Officer/SPOC, who would be the contact point with DeGS.

d. A transparent, integrated mechanism shall be implemented for the timely monthly or real-time disbursement of performance incentives to Panchayat Sahayaks by the concerned District Service Providers (DSPs), ensuring automated processing, transparency, and accountability.

e. Training of Centre owners: It will be the responsibility of the DSP to train the Centre owner.

f. Government Services: The DSP would manage relationships with the DeGS for provision of G2C Services through the Centers. The DSP will be required to interface with DeGS to work on improvement of services offered and introduction of new services from time to time.

g. Manage Service Delivery: The DSPs would integrate the State Government, District administration / DeGS, Centers and customers into a Web-enabled value chain. DeGS will monitor delivery of Government Services on regular basis.

h. B2C Services: Besides delivering Government services, DSP could add private services, which can be delivered through Centers. However, the private services to be provided through Centers must be in prior approval of DeGS.

i. DSP/Centers would not create, edit, duplicate or generate hard/soft copies of any transactional data related to the delivery of Government services. Nor will the DSP/Centre disclose or use the data available with it for purposes other than that related to fulfilling its mandate as mentioned in the agreement. The DSP/Centre would be responsible to ensure data management for the transactions.

j. Maintenance of Prepaid wallet with the CeG: TheCenter for e-Governance maintains a bank account with the State Bank of India where the DSPs shall keep enough funds on a prepaid wallet basis so as to obtain the G2C Services uninterruptedly. The DSP shall transfer / top-up its master virtual wallet through the Payment Gateway available at e-District Portal of Uttar Pradesh. The share of user charges payable to the Government stakeholders i.e. DeGS, Department and the CeG are deducted from this account on a transaction to transaction basis electronically when a transaction is made at the CSC. The DSP needs to maintain the funds in this account for VLE to make successful transactions.

k. Monitoring and review perspective, DSP shall develop a centralized portal for CeG & DeGS where the actual status of roll-out, renewal can be seen. DSP shall provide at least one admin user rights to CeG & DeGS. A dedicated monthly performance dashboard shall also be developed by the DSP & shall be made available to the concerned departments.

l. Newly selected DSPs will be responsible for creation of new portal and its integration with State portal.

m. The District Service Provider (DSP) shall ensure that the establishment of any new CSC and the deactivation of any CSC Centre ID or Village Level Entrepreneur (VLE) are undertaken only with the prior approval of the District e-Governance Society (DeGS).

n. The District Service Provider (DSP) shall ensure standardized branding of all CSCs and the prominent display of all available Government-to-Citizen (G2C) services for the information and convenience of citizens.

o. The District Service Provider (DSP) shall develop and maintain a Grievance Redressal Portal for the timely resolution of scheme-related complaints and operational issues. The portal

shall provide role-based access, monitoring dashboards, and reporting capabilities to the District e-Governance Society (DeGS) at the district level and the Centre for e-Governance (CeG) at the state level.

p. The District Service Provider (DSP) shall establish a district-level Helpdesk and submit a monthly report on support requests, grievance resolution, and Helpdesk performance to the concerned District e-Governance Society (DeGS).

q. The District Service Provider (DSP) shall ensure complete transparency in user charge collection, revenue sharing, reconciliation, and digital payment records. The DSP shall provide the Panchayati Raj Department with role-based access to reports and dashboards pertaining to Gram Sachivalaya CSCs.

r. The DSP shall also develop a citizen feedback mechanism to facilitate periodic evaluation and continuous improvement of service delivery.

s. Bidder shall also ensure the Geo-Tagging of all the VLE on portal. DeGS and CeG shall also get the view rights on the same portal.

t. The DSP shall mandatorily provide separate wallets to the CSC operators (VLEs) for Government-to-Citizen (G2C) services and Business-to-Citizen (B2C) services at their own portals.

Centre Owner (VLE)

The roles and responsibilities of the Centre owners would include the following**:**

a. **Effective Service Delivery:** The Centre owner, through the corresponding Centre, will act as a service delivery point where he/she delivers services through which the population of the catchment area benefits.

b. The Centre owner is an entity that has to bring about a change in his environment by using ICT as a tool. It is therefore important that the qualified Centre owner is selected through an appropriate selection and training process. He /She is an entrepreneur who will run his business by using the network. In other words, she should try to impart knowledge and try to educate the population.

c. The Centre owner will endeavor, without any prejudice, to provide all services to the citizens and maintain cordial relationship with Government.

d. The Center owner needs to keep sufficient funds in his account with the DSP so as to get sufficient transaction limit.

e. VLEs are bound to adhere the rates determined for G2C services by Govt. of Uttar Pradesh.

Liquidated Damages (LD) & Service Level Agreement (SLA) Terms:-

Service Level Agreement (SLA) Terms and Penalty Provisions for Common Service Centres (CSC 4.0) Project			
S. No.	**Service Level Parameter**	**SLA / Performance Benchmark**	**Penalty / Liquidated Damages**
1	**VLE Verification and On-boarding**	Verification of KYC and supporting documents	In case any fraudulent beneficiary is found to have been on-boarded, penalty of ₹500 amount shall be imposed.
2	**Establishment and Operationalization of CSC Centres**	**First Month:** No. of Centers to be Transitioned/Take Over/New Center: 25%	For each delayed centre, a penalty of ₹200 per centre per month shall be imposed.
		Second Month: No. of Centers to be Transitioned/Take Over/New Center: 50%	For each delayed centre, a penalty of ₹200 per centre per month shall be imposed.
		Third Month: No. of Centers to be Transitioned/Take Over/New Center: 75%	For each delayed centre, a penalty of ₹200 per centre per month shall be imposed.
		Fourth Month: No. of Centers to be Transitioned/Take Over/New Center: 100%	For each delayed centre, a penalty of ₹200 per centre per month shall be imposed.
3	**Resolution of Grievances**	Grievances shall be resolved within 24–72 hours (maximum 04 working days).	Delay in resolution of more than 5% complaints shall attract a penalty of 2% of the Security Amount. In case complaints exceed 5%, additional penalty provisions may be invoked.
4	**Deployment of Operators at District Level**	Deployment of 03 manpower's in each district.	Replacement of manpower without prior approval of DeGS shall attract a penalty equivalent to 2% of the Security Amount or up to 5% additional penalty, as applicable.
5	**Submission of Monthly Project Reports (MPR)**	The authorized representative of the selected agency shall submit monthly progress reports to the DeGS Society on a regular basis.	Failure to submit reports within the stipulated timeline shall attract a penalty of 1% of the Security Amount.
6	**Compliance with Departmental / DeGS / District Administration Directions**	Full compliance with instructions and directions issued by the Department, DeGS Society, and District Administration shall be mandatory.	Non-compliance shall attract penalties as follows: First instance – Warning Second instance – 2% penalty Third instance – 5% penalty Repeated violations may attract additional penalty up to 10%.
Note	**DeGS reserves the right to impose penalties on the DSP for any non-compliance with the prescribed SOPs, SLAs, service standards, or other terms and conditions of the scheme.**		

4 Annexures & Forms

Form 1: Notice to Submit Request for Proposal

Application Form for Request for Proposal (RFP)

To,

Chairman
DeGS ----------

Sir/Madam,

Through this application, We <Name of the Agency / Firm> wish to apply to become a District Service Provider. We have read and understood all the terms & conditions including the scope of the work prescribed for a DSP. We agree to abide by all the terms & conditions mentioned in this RFP .All the pages of which have been signed by us in token of acceptance of the terms mentioned therein). We agree to renew /open, Operate and maintain the numbers of Centers prescribed by the DeGS in the urban and rural areas.

Duration	Number of Centres in the Urban areas	Number of Centres in the Rural areas
Month 1		
Month 2		
Month 3		
Month 4		

The information given therein is true to our best knowledge.

Date :

Place :

Signature
<Name of Applicant>

Form 2: Turnover during Last 3 Years

Financial Year	Total turnover	Net Profit/ Loss	Tangible Net Worth
Year 1 (2023-24)			
Year 2 (2024-25)			
Year 3 (2025-26)			

Form 3: Experience in implementing e-Governance Project

S. No.	Name of the Project	Client Name & Address
1		
2		
3		

Form 4: Performance Bank Guarantee

<Name>
<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas, <name of the DSP and address> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to DeGS <District Name> (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<Name of Bank>** a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **<Amount in Rs> (Rupees in Words only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. **(Rupees only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until ***<insert Date>)***

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed **Rs. <_____ (Rupees only).**

II. This bank guarantee shall be valid up to ***<Insert Expiry Date>)***

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before ***<Insert Expiry Date>)*** failing which our liability under the guarantee will automatically cease.

Form 5: Bidder's Information

1.	**Name of Firm**	
2.	**Name of Contact Person**	
3.	**Registered Office**	
4.	**Address**	
5.	**Year of Establishment**	
6.	**Type of Firm**	**Partnership/Private Limited/Public Limited /Society/LLP/Other**
7.	**Telephone Number(s)**	
8.	**e-Mail Address**	
9.	**Fax No.**	
10.	**Mobile Number**	
11.	**Website**	

Form 6: Pre-Qualification

SN	Evaluation Criteria	Proofs submitted	Bid Page No
1	The Bidder should be a registered Company/Partnership firm/LLP/society (as defined in related Act).	Certificate of Incorporation	
2	The Bidder organization need to be in operation for at least 3 years from bid calling date. A Certificate of Incorporation and Certificate of Commencement issued by the Registrar of Companies	Certificate of Incorporation	
3	Bidder should not have been blacklisted or declared ineligible for corrupt and fraudulent practices by any Central/State Government /affiliate or Public Sector undertaking. Self-certification from authorized signatory will be required to submit along with the Bid.	Self-certification from authorized signatory	
4	Bidder should have experience in implementing IT/e-Governance projects having direct interface with citizens/Govt. agencies/PSUs/Government Undertakings.(Work Order/Completion Certificate)	Work Order/Completion Certificate	
5	Annual Turnover of the applicant averaged over the last 3 financial years must be at least Rupees 3 Crore for bidding in one district. The bidder is free to bid for any number of Districts in the State but at the time of allotment of District to the successful bidder the average turnover of the bidder should be minimum Rs.3 Crore per District. For Example, If the bidder has applied for 6 Districts and is declared successful in 4 Districts then the average turnover over the last three Financial Years of the Bidder must be a minimum of Rs.12.0 Crore (Rs. 3 Crore X 4 Districts)	Balance sheet/ Financial statement signed by CA	

Form 7: Technical Evaluation

S. N	Evaluation Criteria	Max. Marks	Documents Proofs	Allotted Marks	Bid Page Page No.
1	Implementation and common service centres/ Lokvani centres in various States. One State -> 15 Marks Two & more than Two States -> 20 Marks	20	Bidder to produce Client Certificate/LOI/Completion certificate.		
2	Experience in having worked on more than 100 Locations in any Government Citizen Centric Project* in the Last 5 Years for Central/any State Government/PSU(S)/Government Institutions Directly(Work Order/Contract letter to be enclosed)(*Project involving anytime anywhere availability of service, Transparent efficient delivery of service and Improved quality of service by the use of ICT). 1-300 Locations-> 10 Marks 301-1000 Locations-> 15 Marks 1001 & above-> 20 Marks	20	Work Order/Contract letter to be enclosed		
3	Bidders experience in Successfully executed Similar Citizen Centric Project through CSCs / Kiosks / Counters in districts of any State of India other than Uttar Pradesh in last 3 years. 1-10 Districts-> 15 Marks Above 10 Districts-> 20 marks	20	Copy of Work Order/LoI/Completion Certification of Projects certified by the Clients.		
4	Bidders experience in Delivering Citizen Centric Services of State government department through CSCs / Kiosks / Counters in Districts of Uttar Pradesh. 0-300 Centres-> 10 Marks Above 300 Centres-> 20 Marks	20	Bidder to produce Client Certificate/LOI/Completion certificate.		
5	Annual Turnover of the applicant averaged over the last 3 financial years Rs. 3 Cr-> 15 Marks Above Rs.3 Cr-> 20 Marks	20	CA Certificate Clearly showing last three financial year turnover and Average Turnover.		
Total Marks		100			

Form 8: Format of Financial Proposal

S. No.	Category of Service	Total User Charge- DSP+VLE(Rs. 15)	DSP's Share	VLE Share	Amount that will be transferred to VLE from DSP/CSC share (in INR)
1	All G2C Services	15			

*Minimum VLE share is Rs. 11.

- ***Annexure (A) -*** *List of District Category (as per applications of FY-> 2025-26)*

Allocation of districts will start from the Lowest Transaction District and will end at highest transaction district in sequential manner. Bidder can select max no. of districts from each category as defined below:-

Cat- A-> 20 Districts, Cat- B-> 10 Districts, Cat- C-> 10 Districts

Category A		
क्र.सं.	**जनपद**	**कुल आवेदन**
1	प्रयागराज	1862772
2	आजमगढ	1707917
3	जौनपुर	1534793
4	गोरखपुर	1388354
5	गाजीपुर	1362470
6	बरेली	1099714
7	सीतापुर	1085194
8	बनारस	1046494
9	हरदोई	1041355
10	बलिया	1039964
11	कुशीनगर	1033542
12	प्रतापगढ	1022094
13	खीरी	1012620
14	बिजनौर	1005202
15	लखनऊ	989978
16	कानपुर नगर	964496
17	देवरिया	964486
18	अम्बेडकर नगर	921250
19	आगरा	900680
20	मऊ	844494
	अलीगढ	843837
22	सुलतानपुर	833930
23	उन्नाव	817872
24	अयोध्या	811206
25	बुलन्दशहर	787620
26	बाराबंकी	771074
27	रायबरेली	759504
28	मुरादाबाद	738799
29	महाराज गंज	726049
30	फतेहपुर	711290

Category B		
क्र.सं.	**जनपद**	**कुल आवेदन**
1	बस्ती	709864
2	मिर्ज़ापुर	709843
3	मेरठ	707813
4	शाहजहाँपुर	691655
5	फिरोजाबाद	688376
6	गोंडा	686606
7	सहारनपुर	684457
8	मुजफफरनगर	674718
9	बदायूँ	648712
10	सिध्दार्थनगर	636577
11	बहराइच	584600
12	संत कबीर नगर	577987
13	चन्दौली	570865
14	रामपुर	537028
15	भदोही	532157
16	मथुरा	528788
17	झांसी	527099
18	मैनपुरी	525903
19	पीलीभीत	520980
20	अमेठी	511658
21	जालौन	503804
22	कौशाम्बी	500305
23	इटावा	496844
24	कन्नौज	492161
25	सम्भल	491452

Category C		
क्र.सं.	**जनपद**	**कुल आवेदन**
1	कानपुर देहात	480879
2	एटा	473016
3	फर्रूखाबाद	466049
4	बाँदा	459700
5	अमरोहा	454074
6	गाजियाबाद	443024
7	सोनभद्र	430955
8	औरय्या	390224
9	बलरामपुर	384576
10	हाथरस	367062
11	कासगंज	365610
12	शामली	342240
13	बागपत	331196
14	हमीरपुर	304112
15	ललितपुर	284376
16	हापुड	256558
17	महोबा	238191
18	चित्रकूट	237329
19	गौतमबुद्ध नगर	224210
20	श्रावस्ती	193159

Annexure (B) - List of services being provided at present

359 Services of 54 Departments are presently being delivered across the Districts of Uttar Pradesh under e-Dsitrict scheme.

S N.	*Department name*	*Sr. No.*	*Name of Service*	*e-District/ Integrated Service*	*Web Portal Address (URLs)*
1	**Revenue**	**1**	Caste Certificate	e-District	https://edistrict.up.gov.in
		2	Income certificate		https://edistrict.up.gov.in
		3	Domicile certificate		https://edistrict.up.gov.in
		4	Application for Khatauni		https://edistrict.up.gov.in
		5	Cause List Generation	Integrated Service	http://vaad.up.nic.in/
		6	Case Tracking		http://vaad.up.nic.in/
		7	Final Order Generation		http://vaad.up.nic.in/
		8	Solvency Certificate	e-District	https://edistrict.up.gov.in
2	**Medical & Health**	**9**	Handicap Certificate	e-District	http://up-health.in/en/
		10	Disability Certificate	Integrated Service	http://up-health.in/en/
		11	Decision on the Age certificate	Integrated Service	http://up-health.in/en/
		12	Decision on the registration of Nursing Home	Integrated Service	http://up-health.in/en/
		13	Decision on the payment for unsuccessful Family Planning	Integrated Service	http://up-health.in/en/
		14	Decision on the Technical scrutiny and inevitability certificate for medical reimbursement	Integrated Service	http://up-health.in/en/
		15	Decision on the Medico-Legal certificate (Injury)	Integrated Service	http://up-health.in/en/
		16	Decision on Death Certificate for people dying in the hospital	Integrated Service	http://up-health.in/en/
		17	Decision on the illness and fitness certificate	Integrated Service	http://up-health.in/en/
		18	Decision on the Immunization certificate	Integrated Service	http://up-health.in/en/
		19	COVID-19 Vaccination registration	e-District	https://edistrict.up.gov.in
3	**Social Welfare**	**20**	Application for Scholarship (Gen & SC/ST)	Integrated Service	http://scholarship.up.gov.in/
		21	Application for Marriage & Illness Grant	e-District	https://edistrict.up.gov.in
		22	Application for assistance against atrocities		https://edistrict.up.gov.in
4	**Women Welfare & Child Development**	**23**	Dampati Puraskar scheme to promote widow marriage under 35 years	e-District	https://edistrict.up.gov.in
		24	Financial assistance to women of dowry scheme	e-District	https://edistrict.up.gov.in
		25	Legal assistance to dowry sufferers women scheme	e-District	http://edistrict.up.gov.in
		26	Grant for marriage of daughter of widow destitute scheme	e-District	http://edistrict.up.gov.in
		27	Widow Pension	Integrated Service	http://sspy-up.gov.in/

		28	CM Kanya Sumangala Yojna	Integrated Service	https://mksy.up.gov.in
5	**Handicap Welfare**	**29**	Handicap pension	Integrated Service	http://sspy-up.gov.in/
		30	Application for loan to Handicap Person	e-District	https://edistrict.up.gov.in
		31	Application for Aids & Appliances	e-District	https://edistrict.up.gov.in
		32	Application for Marriage Grants	e-District	https://edistrict.up.gov.in
6	**Panchayati Raj**	**33**	Copy of Kutumb Register	e-District	https://edistrict.up.gov.in
7	**Urban Development**	**34**	Uncontested Mutation of Property in Nagar Nigam area	Integrated Service	https://e-nagarsewaup.gov.in/ulbappsmain/home
		35	New Connection of Water Supply in Nagar Nigam area(where technically feasible)		https://e-nagarsewaup.gov.in/ulbappsmain/home
8	**Home**	**36**	Decision on permission of loudspeakers at public places	e-District	http://edistrict.up.gov.in
9	**Food & Civil Supplies**	**37**	Issuance of Ration Card	Integrated Services	https://fcs.up.gov.in/FoodPortal.aspx
		38	Surrender of Ration Card	Integrated Services	https://fcs.up.gov.in/FoodPortal.aspx
		39	Modification in Ration Cards	Integrated Services	https://fcs.up.gov.in/FoodPortal.aspx
		40	Duplicate Ration Cards	Integrated Services	https://fcs.up.gov.in/FoodPortal.aspx
10	**Employment**	**41**	Registration in Employment Exchange	Integrated Services	https://sewayojan.up.nic.in/
11	**Labour Board (BOC)**	**42**	Labour Registration	Integrated Services	https://upbocw.in/
		43	Labour Renewal	Integrated Services	https://upbocw.in/
		44	Benefits of Scheme	Integrated Services	https://upbocw.in/
12	**Food Safety & Drug Administration**	**45**	Online Drug Store Registration & Licensing System (ODRALS)	Integrated Services	http://fsdaup.gov.in/
13	**Lok Shikayat**	**46**	Online Grievance (IGRS)	Integrated Services	https://jansunwai.up.nic.in/
14	**Labour**	**47**	Registration of Establishment	Integrated Services	http://uplabouracts.in/
		48	Renewal of Establishment	Integrated Services	http://uplabouracts.in/
		49	Issuance of duplicate certificate for Registered Establishment	Integrated Services	http://uplabouracts.in/
		50	Notice of Change	Integrated Services	http://uplabouracts.in/
		51	Amendment Of Contractor License	Integrated Services	http://uplabouracts.in/
		52	Amendment Registration Of Establishment	Integrated Services	http://uplabouracts.in/
		53	License Of Contractor	Integrated Services	http://uplabouracts.in/
		54	Notice Of Commencement Or Completion Of Work	Integrated Services	http://uplabouracts.in/

		55	Registration Of Establishment Employing Contract Labour	Integrated Services	http://uplabouracts.in/
		56	Registration Of Motor Transport	Integrated Services	http://uplabouracts.in/
		57	Renewal Of Contract License	Integrated Services	http://uplabouracts.in/
15	**Commercial Tax**	**58**	e-Registration	Integrated Services	https://up-gst.com/eforms/
		59	e-Return	Integrated Services	https://up-gst.com/eforms/
16	**Department of Religious Affairs**	**60**	E-Puja & Online donation facility for Shri Kashi Vishwanath Mandir, Varanasi	Integrated Services	http://updharmarthkarya.in/
		61	Online request for Darshnik Sthal Yatra for Senior Citizen of Uttar Pradesh	Integrated Services	http://updharmarthkarya.in/
		62	Online request for seeking subsidy by the pilgrim of Kailash Mansarovar Yatra	Integrated Services	http://updharmarthkarya.in/
		63	Online request for seeking subsidy by the pilgrim of Sindhu Darshan Yatra	Integrated Services	http://updharmarthkarya.in/
17	**Power**	**64**	NSC Registration	Integrated Services	https://upenergy.in/
		65	Load Enhancement Request	Integrated Services	https://upenergy.in/
		66	Burnt Transformer Replacement Request	Integrated Services	https://upenergy.in/
		67	Meter Replacement Request	Integrated Services	https://upenergy.in/
		68	Jhatpat Portal (New Electricity Connection for Citizen)	Integrated Services	https://jhatpat.uppcl.org/online/frmLogin.aspx
18	**Entertainment Tax**	**69**	New licenses for single cinemas, multiplexes, movie movies / special motion pictures, video cinemas, mobile video cinemas, local channels, and video libraries.	Integrated Services	http://entertainmenttax.azurewebsites.net/
		70	Renewal of a single cinema, multiplexes, mobile cinema / special motion picture, video cinema, mobile video cinema, local channel and video library license.	Integrated Services	http://entertainmenttax.azurewebsites.net/
		71	Operator permit for motion picture / digital projection system	Integrated Services	http://entertainmenttax.azurewebsites.net/
		72	Permission for various entertainment (Excluding licensed entertainment, cable and DTH, such as the amusement park / water park, cabaret or floor show, hammock, video games, skills sports, mimicry, carnival, puppet show, classical music, horse racing, pool games, balling yale, billiards, Snooker other entertainment than the above list)	Integrated Services	http://entertainmenttax.azurewebsites.net/
19	**Home Department**	**73**	Complaint Registration	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx
		74	Application for tenant Verification	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx
		75	Application for servant Verification	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx

		76	Employee Verification Request	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx
		77	Issuance of Certificate for Character	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx
		78	Confrontation/Strike Request	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx
		79	Rally Request	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx
		80	Program/MArch Request	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx
		81	Film Shooting Request	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx
		82	Post-Mortem Report	Integrated Services	https://cctnsup.gov.in/citizenportal/login.aspx
20	**Technical Education Department**	**83**	Issuance of Transfer Certificate for Polytechnic institution's Students	Integrated Services	http://bteup.ac.in/webapp/janhit.aspx
		84	Providing Migration Certificate		http://bteup.ac.in/webapp/janhit.aspx
		85	Issuance of Provisional Certificate		http://bteup.ac.in/webapp/janhit.aspx
		86	Return of Caution Money		http://bteup.ac.in/webapp/janhit.aspx
		87	Issuance of Character Certificate		http://bteup.ac.in/webapp/janhit.aspx
		88	Decision on provisional marksheet for polytechnic institution's students		http://bteup.ac.in/webapp/janhit.aspx
		89	Issuance of Diploma certificate for polytechnic institution student who have passed the examination		http://bteup.ac.in/webapp/janhit.aspx
		90	Declaration of Scrutiny Result for Polytechnic students		http://bteup.ac.in/webapp/janhit.aspx
		91	Declaration of Result of Back Paper Exam		http://bteup.ac.in/webapp/janhit.aspx
		92	Rectification of Marksheet		http://bteup.ac.in/webapp/janhit.aspx
		93	Issuance of Provisional Certificate (Diploma)		http://bteup.ac.in/webapp/janhit.aspx
		94	Issuance of duplicate Marksheet		http://bteup.ac.in/webapp/janhit.aspx
21	**Stamp & Registration Department**	**95**	Non-Encumbrance Certificate	Integrated Services	https://igrsup.gov.in/
		96	Registration under Hindu Marriage Act		https://igrsup.gov.in/
		97	Property Registration		https://igrsup.gov.in/
22	**Transport Department (Vahan)**	**98**	Duplicate Registration Certificate	Integrated Services	https://vahan.parivahan.gov.in/vahaneservice/
		99	Transfer Of Ownership		https://vahan.parivahan.gov.in/vahaneservice/
		100	Change Of Address In RC		https://vahan.parivahan.gov.in/vahaneservice/
		101	NOC		https://vahan.parivahan.gov.in/vahaneservice/
		102	Hypothecation Addition		https://vahan.parivahan.gov.in/vahaneservice/
		103	Hypothecation Termination		https://vahan.parivahan.gov.in/vahaneservice/
		104	Hypothecation Continuation		https://vahan.parivahan.gov.in/vahaneservice/

		105	RC Particulars		https://vahan.parivahan.gov.in/vahaneservice/
		106	Permit Services-New Permit		https://vahan.parivahan.gov.in/vahaneservice/
		107	Permit Services-Renewal Of Permit		https://vahan.parivahan.gov.in/vahaneservice/
		108	Permit Services-Duplicate Permit		https://vahan.parivahan.gov.in/vahaneservice/
		109	Permit Services-Temporary Permit		https://vahan.parivahan.gov.in/vahaneservice/
		110	Permit Services-Special Permit		https://vahan.parivahan.gov.in/vahaneservice/
		111	Permit Services-Renewal Of Authorization		https://vahan.parivahan.gov.in/vahaneservice/
22(A)	**Transport Department (SAARTHI)**	**112**	Application For Learning License	Integrated Services	https://sarathi.parivahan.gov.in/
		113	Application For Driving License		https://sarathi.parivahan.gov.in/
		114	Application For Duplicate Driving License		https://sarathi.parivahan.gov.in/
		115	Application For Renewal Of Driving License		https://sarathi.parivahan.gov.in/
		116	Application For Change Of Address In DL		https://sarathi.parivahan.gov.in/
		117	Application For Endorsement Of Another Class Of Vehicle		https://sarathi.parivahan.gov.in/
		118	Application For Replacement Of DL		https://sarathi.parivahan.gov.in/
		119	Application For International Driving Permit		https://sarathi.parivahan.gov.in/
23	**Animal Husbandry Department**	**120**	Decision on registration of cow sheds run by voluntary institutions (Non-government Organizations)	Integrated Services	http://ahgoshalareg.up.gov.in
24	**Dairy Development Department**	**121**	Decision on registration of Dairy committees	Integrated Services	http://updairydevelopment.gov.in/
25	**Vocational Education & Skill Development Department**	**122**	Issuance of e-Mark sheet / Duplicate e-Mark sheet	Integrated Services	http://www.scvtup.in/en
		123	Request & Status of Medical Leave		http://www.scvtup.in/en
		124	Return of Caution Money		http://www.scvtup.in/en
		125	Return of Original Mark sheet and Certificate		http://www.scvtup.in/en
		126	Request for revised e-Mark sheet / e-Certificate		http://www.scvtup.in/en
		127	Issuance of e-Certificate / Duplicate e-Certificate		http://www.scvtup.in/en
		128	Issuance of Transfer Certificate		http://www.scvtup.in/en
		129	Issuance of Character Certificate		http://www.scvtup.in/en
26	**PWD**	**130**	Decision on sending report under road side control	Integrated Services	http://uppwd.gov.in/
		131	Registration of contractors:- Decision on sending records for verification after having been provided by contractors		http://uppwd.gov.in/
		132	Decision on registration/renewal (According to the Registration Rules 1982) on receipt of all records after verification		http://uppwd.gov.in/

27	**Khadi and village industries Department**	**133**	Decision on sending applications for financial aid from Banks (Chief Minister's village industries Employment scheme)	Integrated Services	http://cmegp.data-center.co.in/
		134	Decision on benefits of interest on gratuity (Grant) (Chief Minister's Village Industries Employment Scheme)		http://cmegp.data-center.co.in/
28	**Weight and Measurement Department**	**135**	Verification Of weights and measures in the Office	Integrated Services	http://legalmetrology-up.gov.in/metrology/index.php
		136	Verification Of Petrol Pumps at its location		http://legalmetrology-up.gov.in/metrology/index.php
		137	Verification Of Flow Meters at its location		http://legalmetrology-up.gov.in/metrology/index.php
		138	Verification Of Auto rickshaw /Taxi Fare Meter		http://legalmetrology-up.gov.in/metrology/index.php
		139	Verification Of CNG/LPG dispensing pumps Meter at its location		http://legalmetrology-up.gov.in/metrology/index.php
		140	Verification Of Storage tanks at its location		http://legalmetrology-up.gov.in/metrology/index.php
		141	Re-Verification Of weights and measures in the Office		http://legalmetrology-up.gov.in/metrology/index.php
		142	Re-Verification Of Petrol Pumps at its location		http://legalmetrology-up.gov.in/metrology/index.php
		143	Re-Verification Of Flow Meters at its location		http://legalmetrology-up.gov.in/metrology/index.php
		144	Re-Verification Of Auto rickshaw /Taxi Fare Meter		http://legalmetrology-up.gov.in/metrology/index.php
		145	Re-Verification Of CNG/LPG dispensing pumps Meter at its location		http://legalmetrology-up.gov.in/metrology/index.php
		146	Re-Verification Of Storage tanks at its location		http://legalmetrology-up.gov.in/metrology/index.php
		147	Manual to Computerized_Re-Verification Of weights and measures in the Office		http://legalmetrology-up.gov.in/metrology/index.php
		148	Manual to Computerized_Re-Verification Of Petrol Pumps at its location		http://legalmetrology-up.gov.in/metrology/index.php
		149	Manual to Computerized_Re-Verification Of Flow Meters at its location		http://legalmetrology-up.gov.in/metrology/index.php
		150	Manual to Computerized_Re-Verification Of Auto rickshaw /Taxi Fare Meter		http://legalmetrology-up.gov.in/metrology/index.php
		151	Manual to Computerized_Re-Verification Of CNG/LPG dispensing pumps Meter at its location		http://legalmetrology-up.gov.in/metrology/index.php
		152	Manual to Computerized_Re-Verification Of Storage tanks at its location		http://legalmetrology-up.gov.in/metrology/index.php
29	**Excise Department**	**153**	Decision on the supply of rectified spirit to school/college	Integrated Services	https://www.upexciseportal.in/
		154	Decision on the export of narcotic medicine (for disease)		https://www.upexciseportal.in/
		155	Decision on the issuance of occasional Bar License		https://www.upexciseportal.in/
		156	Decision on the issuance of sacramental wine		https://www.upexciseportal.in/

30	**Secondary Education**	**157**	Decision on the issuance of original certificates	Integrated Services	https://upmsp.edu.in/
		158	Decision on the issuance of duplicate certificate		https://upmsp.edu.in/
		159	Decision on the issuance of original Marks Sheet		https://upmsp.edu.in/
		160	Decision on the issuance of duplicate Marks Sheet		https://upmsp.edu.in/
		161	Decision on the issuance of corrected certificates		https://upmsp.edu.in/
		162	Decision on the issuance of corrected Marks Sheet		https://upmsp.edu.in/
		163	Decision on the disposal of cancelled examination result		https://upmsp.edu.in/
		164	Decision on the Withheld result		https://upmsp.edu.in/
		165	Decision on the rectification of incomplete/wrong results		https://upmsp.edu.in/
31	**Food Safety & Drug Administration (Food Safety and Standards Authority of India (FSSAI))**	**166**	License for manufacturing of food materials	Integrated Services	https://foodlicensing.fssai.gov.in/index.aspx
		167	Registration of food materials		https://foodlicensing.fssai.gov.in/index.aspx
32	**Housing and Urban Planning Department**	**168**	Duplicate Order Request	Integrated Services	https://janhit.upda.in/default.aspx
		169	Refund Management		https://janhit.upda.in/default.aspx
		170	Online Free Hold		https://janhit.upda.in/default.aspx
		171	Registration For Allotment		https://janhit.upda.in/default.aspx
		172	Mutation Management		https://janhit.upda.in/default.aspx
33	**Agriculture**	**173**	Sankar Beej Subsidy - Sankar Beej Dhaan	Integrated Services	http://upagriculture.com/
		174	Sankar Beej Subsidy - Sankar Beej Bazra		http://upagriculture.com/
		175	Sankar Beej Subsidy - Sankar Beej Makka		http://upagriculture.com/
		176	Sankar Beej Subsidy - Sankar Beej Jwar		http://upagriculture.com/
		177	Sankar Beej Subsidy - Sankar Beej Kapas		http://upagriculture.com/
		178	Sankar Beej Subsidy - Sankar Beej Rai/Sarso		http://upagriculture.com/
		179	Samanya Beej Subsidy - Gehu Beej		http://upagriculture.com/
		180	Samanya Beej Subsidy - Matar Beej		http://upagriculture.com/
		181	Samanya Beej Subsidy - Chana Beej		http://upagriculture.com/
		182	Samanya Beej Subsidy - Dhaicha Beej		http://upagriculture.com/
		183	Samanya Beej Subsidy - Sarso/Rai Beej		http://upagriculture.com/
		184	Samanya Beej Subsidy - Jau Beej		http://upagriculture.com/
		185	Samanya Beej Subsidy - Makka Beej		http://upagriculture.com/
		186	Samanya Beej Subsidy - Toriya Beej		http://upagriculture.com/
		187	Samanya Beej Subsidy - Alsi Beej		http://upagriculture.com/

		188	Samanya Beej Subsidy - Masoor Beej		http://upagriculture.com/
		189	Samanya Beej Subsidy - Rajma Beej		http://upagriculture.com/
		190	Samanya Beej Subsidy - Barsim		http://upagriculture.com/
		191	Samanya Beej Subsidy - Jai		http://upagriculture.com/
		192	Samanya Beej Subsidy - Lahi Beej		http://upagriculture.com/
		193	Samanya Beej Subsidy - Dhan Beej		http://upagriculture.com/
		194	Samanya Beej Subsidy - Aloo Beej		http://upagriculture.com/
		195	Samanya Beej Subsidy - Moong Beej		http://upagriculture.com/
		196	Samanya Beej Subsidy - Udad Beej		http://upagriculture.com/
		197	Samanya Beej Subsidy - Til MiniKit		http://upagriculture.com/
		198	Samanya Beej Subsidy - Moongfali		http://upagriculture.com/
		199	Samanya Beej Subsidy - Soyabeen		http://upagriculture.com/
		200	Samanya Beej Subsidy - Arhar Beej		http://upagriculture.com/
		201	Krishi Raksha Upkaran Subsidy - Nepsak Sprayer		http://upagriculture.com/
		202	Krishi Raksha Upkaran Subsidy - Power Sprayer		http://upagriculture.com/
		203	Krishi Raksha Upkaran Subsidy - Manav Chalit Sprayer		http://upagriculture.com/
		204	Krishi Raksha Upkaran Subsidy - Foot Sprayer		http://upagriculture.com/
		205	Krishi Raksha Rasayan Subsidy - Khar Patavar Nashi		http://upagriculture.com/
		206	Krishi Raksha Rasayan Subsidy - Keetnashak		http://upagriculture.com/
		207	Krishi Raksha Rasayan Subsidy - Fafood Nashak		http://upagriculture.com/
		208	Krishi Yantra Subsidy - Tractor		http://upagriculture.com/
		209	Krishi Yantra Subsidy - Rotavator		http://upagriculture.com/
		210	Krishi Yantra Subsidy - Seed Drill		http://upagriculture.com/
		211	Krishi Yantra Subsidy - Pump Set		http://upagriculture.com/
		212	Krishi Yantra Subsidy - Chara katne ki machine hastchalit		http://upagriculture.com/
		213	Krishi Yantra Subsidy - Cultivator		http://upagriculture.com/
		214	Krishi Yantra Subsidy - Chep Cutter Manavrahit		http://upagriculture.com/
		215	Krishi Yantra Subsidy - Laser Land leveller		http://upagriculture.com/
		216	Krishi Yantra Subsidy - Treshar		http://upagriculture.com/
		217	Krishi Yantra Subsidy - Osai Pankha		http://upagriculture.com/
		218	Krishi Yantra Subsidy - Sprinkle set		http://upagriculture.com/
		219	Krishi Yantra Subsidy - Hairo		http://upagriculture.com/
		220	Krishi Yantra Subsidy - Boring		http://upagriculture.com/
		221	Krishi Yantra Subsidy - Rain Gun		http://upagriculture.com/
		222	Krishi Yantra Subsidy - Power weeder		http://upagriculture.com/
		223	Krishi Yantra Subsidy - Paddy Thraishar		http://upagriculture.com/
		224	Krishi Yantra Subsidy - Solar Pump		http://upagriculture.com/

		225	Krishi Yantra Subsidy - Farm Machinery Bank		http://upagriculture.com/
		226	Krishi Yantra Subsidy - Aloo bone ki machine		http://upagriculture.com/
		227	Krishi Yantra Subsidy - Aloo khudai ki machine		http://upagriculture.com/
		228	Krishi Yantra Subsidy - Drum seeder		http://upagriculture.com/
		229	Krishi Yantra Subsidy - Conovidar		http://upagriculture.com/
		230	Krishi Yantra Subsidy - Custom hiring kendra ki sthapna		http://upagriculture.com/
		231	Krishi Yantra Subsidy - Water Caring pipe		http://upagriculture.com/
		232	Krishi Yantra Subsidy - Paddy Transplantar		http://upagriculture.com/
		233	Krishi Yantra Subsidy - Power Tiller		http://upagriculture.com/
		234	Krishi Yantra Subsidy - Reaper cum Binder		http://upagriculture.com/
		235	Krishi Yantra Subsidy - Rice Transplanter		http://upagriculture.com/
		236	Other/Micronutrient - Micronutrient		http://upagriculture.com/
		237	Other/Micronutrient - Zinc Sulphate		http://upagriculture.com/
		238	Other/Micronutrient - Gypsum		http://upagriculture.com/
		239	Other/Micronutrient - H.D.P.E. Pipe		http://upagriculture.com/
		240	Other/Micronutrient - Line Saving		http://upagriculture.com/
		241	Other/Micronutrient - Sulphur		http://upagriculture.com/
		242	Other/Micronutrient - Mrida Parikshan		http://upagriculture.com/
		243	Bakhari – Bakhari		http://upagriculture.com/
		244	Bhoomi Upchaar – Usar		http://upagriculture.com/
		245	Bhoomi Upchaar – Banjar		http://upagriculture.com/
		246	Bhoomi Upchaar - Beehad		http://upagriculture.com/
		247	Bhoomi Upchaar – Diyara		http://upagriculture.com/
		248	Bhoomi Upchaar – Jalmagn		http://upagriculture.com/
		249	Mukhya Mantri Krishak Durghatna Yojna	e-District	http://upagriculture.com/
		250	Agrijunction scheme		http://upagriculture.com/
		251	Mukhya Mantri Khet-Khaliyan Agnikand Durghatna Sahaayata Yojana		http://upagriculture.com/
		252	Kisan Samman Yojna	Integrated Services	
34	**Fire department**	**253**	Provisional No Objection Certificate	Integrated Services	https://upfireservice.gov.in/upfire/
		254	Final No Objection Certificate		https://upfireservice.gov.in/upfire/
		255	Renewal No Objection Certificate		https://upfireservice.gov.in/upfire/
		256	Manufacturing Licence (not exceeding 15 kilogrammes at any one time) - FireCraker	e-District	https://edistrict.up.gov.in
		257	Storage Licence - FireCraker		https://edistrict.up.gov.in
		258	Storage and Sale from shop Licence - FireCraker		https://edistrict.up.gov.in
		259	Transportation of Crackers Licence - FireCraker		https://edistrict.up.gov.in

		260	Manufacturing Licence (not exceeding 15 kilogrammes at any one time) - Explosives		https://edistrict.up.gov.in
		261	Storage Licence - Explosives		https://edistrict.up.gov.in
		262	Storage and Sale from shop Licence - Explosives		https://edistrict.up.gov.in
		263	Transportation of explosives Licence - Explosives		https://edistrict.up.gov.in
35	**Uttar Pradesh State Social Security Board**	**264**	Worker Registration	Integrated Service	https://upssb.in/
		265	Scheme Application		https://upssb.in/
36	**Ground Water**	**266**	Issuance of NOC & Registration for Well	Integrated Service	http://upgwdonline.in/
		267	Registration of Drilling Agency		http://upgwdonline.in/
37	**NRI**	**268**	Overseas Job Seeker Registration	Integrated Service	https://nri.up.gov.in/upfcomra
		269	Overseas Employer Registration		https://nri.up.gov.in/upfcomra
38	**Geology & Mining Department**	**270**	Online Registration for mining/transportation of ordinary earth for farmers personal use from their own land.	Integrated Service	https://upminemitra.in/Home/
		271	Online Application for mining permit for sand/morrum on agricultural land.		https://upminemitra.in/Home/
		272	Online Registration for minor mineral retailers.		https://upminemitra.in/Home/
39	**AYUSHMAN BHARAT**	**273**	Pradhan Mantri Jan Arogya Yojna	Integrated Service	https://mera.pmjay.gov.in/search/login
40	**Planning Department**	**274**	Issuance of Family ID	Integrated Service	https://familyid.up.gov.in/portal/index.html
41	**Youth Welfare**	**275**	Mangal Dal Registration	Integrated Service	http://prdyk.upsdc.gov.in/#/Home
		276	Registration for event participation		http://prdyk.upsdc.gov.in/#/Home
42	**Forest Department**	**277**	Certificate of Non-Forest Land	Integrated Service	https://upforest.gov.in/web/forestnew/Default.aspx
		278	Certificate of shortest distance from forest boundary		https://upforest.gov.in/web/forestnew/Default.aspx
43	**Fisheries department**	**279**	Application / registration for grant assistance under the scheme of Fisheries Department	Integrated Services	https://fisheriesup.org/
		280	Application for training of fisheries development program		https://fisheriesup.org/
		281	Application for coverage of fishermen accident insurance scheme		https://fisheriesup.org/
		282	Application for bank loan through Kisan Credit Card		https://fisheriesup.org/
		283	Nishadraj Boat Subsidy Scheme		https://fisheriesup.org/
		284	Construction of new ponds on private land and first year input		https://fisheriesup.org/
		285	Pond construction (saline water) on private land and first year input		https://fisheriesup.org/
		286	Biofloc pond construction in sweet water		https://fisheriesup.org/
		287	Fish Seed Hatchery Construction		https://fisheriesup.org/
		288	Construction of new rearing unit pond		https://fisheriesup.org/

		289	Large Re-Circulatory System / Vio Flac 50 Tank (4m diameter)		https://fisheriesup.org/
		290	Medium Size Re-circulatory System / Medium Size Vio Flake 25 Tank (4m diameter)		https://fisheriesup.org/
		291	Small Re-circulatory system		https://fisheriesup.org/
		292	Backyard Re-circulatory System		https://fisheriesup.org/
		293	Insulated vehicles		https://fisheriesup.org/
		294	Motorcycle with icebox		https://fisheriesup.org/
		295	Cycle with icebox		https://fisheriesup.org/
		296	Three wheeler with icebox		https://fisheriesup.org/
		297	Small Fish Feed Mill 2 Ton Per Day Capacity		https://fisheriesup.org/
		298	Medium Size Fish Feed Mill 8 Ton Per Day Capacity		https://fisheriesup.org/
		299	Large Fish Feed Mill 20 Ton Per Day Capacity		https://fisheriesup.org/
		300	Fish Feed Plant 100 Ton Per Day Capacity		https://fisheriesup.org/
		301	Promotion of Recreational Fisheries		https://fisheriesup.org/
		302	Pen Culture		https://fisheriesup.org/
		303	Kiosk Manufacture / Ornamental Fish Kiosk		https://fisheriesup.org/
		304	Live Fish Sales Center		https://fisheriesup.org/
		305	Cage Culture		https://fisheriesup.org/
		306	Mobile Lab/Clinic		https://fisheriesup.org/
		307	Extension and Support Service / Matsya Seva Kendra		https://fisheriesup.org/
		308	Backyard Ornamental Fish Rearing Unit		https://fisheriesup.org/
		309	Medium Ornamental Fish Rearing Unit		https://fisheriesup.org/
		310	Integrated Ornamental Fish Unit (Breeding and Rearing) Freshwater		https://fisheriesup.org/
		311	Establishment of Freshwater Ornamental Fish Brood Bank		https://fisheriesup.org/
		312	Brood Bank Cold Storage / Ice Plant Construction (50 Ton Capacity)		https://fisheriesup.org/
44	**Sports Directorate**	**313**	Monthly financial assistance to former famous players of the state as per the arrangement permitted in the government order.	Integrated Services	https://upsports.gov.in/
		314	Medal winning players in national and international competitions will be given prize money as per the provisions of government order.		https://upsports.gov.in/
		315	Laxman Award and Rani Laxmi bai Award to players in sports prescribed by the government.		https://upsports.gov.in/

		316	Appointment of medal winning players in international games to gazetted posts as per Uttar Pradesh International Medal Winner Direct Recruitment Rules, 2022.		https://upsports.gov.in/
		317	admission in sports college		https://upsports.gov.in/
45	**Sainik kalyanDirectorate**	**318**	Registration cum Issue of I Card to ESM, Windows, their Dependents and Issue of Duplicate I Card	Integrated Services	https://skpn.up.gov.in/online
		319	Issue of NO Objection Certificate		
		320	Financial Aid from Datavya Nidhi (Benevolent Fund)		
		321	One Time /Annuity Payment Gallantry Award to Awardees		
46	**UPPCF**	**322**	Godown Rent	Integrated Services	https://uppcf.up.gov.in
47	**Minor Irrigation**	**323**	Application Letter for Shallow Tube Well	Integrated Services	https://miuponline.in/
		324	Application Letter for Medium Deep TUbe		https://miuponline.in/
		325	Application Letter for Deep Tube Well		https://miuponline.in/
48	**Sericulture**	**326**	Registration for state aided awareness and training	Integrated Services	https://sericulture.margstaging.in/
49	**Tourism Department**	**327**	Application for recognition of tour & travel Operator	Integrated Services	https://up-tourismportal.in/application/e_district
50	**Handloom Department**	**328**	ACP Jhalkaribai Kori Handloom and Powerloom Development Scheme	Integrated Services	https://handloom.upsdc.gov.in/eDistrict/Page_Load
		329	Chief Minister Development Scheme of Handloom and Powerloom Industries	Integrated Services	https://handloom.upsdc.gov.in/eDistrict/Page_Load
		330	Uttar Pradesh Sant Kabir State Award Scheme	Integrated Services	https://handloom.upsdc.gov.in/eDistrict/Page_Load
		331	Atal Bihari Railway Powerloom Weaver Electric Flat Rating Scheme	Integrated Services	https://handloom.upsdc.gov.in/eDistrict/Page_Load
		332	Chief Minister Weaver Solar Energy Scheme	Integrated Services	https://handloom.upsdc.gov.in/eDistrict/Page_Load
51	**MSME**	**333**	Vishwakarma Shram Samman Yojana	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
		334	Handicraft Marketing Incentive Scheme	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
		335	Visist hasthshilp pension Yojana	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
		336	Chief Minister Handicrafts Pension Scheme	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
		337	Training Scheme for SC/ST	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
		338	Hastshilp Kaushal Vikas Training Scheme	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
		339	ODOP Marketing Development Assistance (MDA) Scheme	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
		340	ODOP Training and Toolkit Scheme	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
		341	Training Scheme for OBC	Integrated Services	https://msme.up.gov.in/edistrict/landing_page

		342	Mukhyamantri Yuva Udyami Vikas abhiyaan	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
		343	Chief Minister Handicrafts Pension Scheme	Integrated Services	https://msme.up.gov.in/edistrict/landing_page
52	**UPSRTC**	**344**	New Route request from Citizen	Integrated Services	https://erp.sugamyatra.up.in/e-district
		345	Request to Rent a bus from Citizen	Integrated Services	https://erp.sugamyatra.up.in/e-district
		346	Citizen feedback and complaint	Integrated Services	https://erp.sugamyatra.up.in/e-district
53	**Political Pension**	**347**	Freedom of family pension to the dependents of the deceased freedom fighter	Integrated Services	https://politicalpension.eservicesup.in/home/edistrictvisitors
		348	Approval of honorarium to the dependent (husband/wife as the case may be) after the death of the democracy fighter.	Integrated Services	https://politicalpension.eservicesup.in/home/edistrictvisitors
54	**Horticulture Department**	**349**	Mission for Integrated Development of Horticulture (MIDH)	Integrated Services	https://uphorticulture.in/
		350	Cold Storage - Janhit Guarantee Act	Integrated Services	https://uphorticulture.in/
		351	Nursery - Janhit Guarantee Act	Integrated Services	https://uphorticulture.in/
		352	Rashtriya Ayush Mission	Integrated Services	https://uphorticulture.in/
		353	Bundelkhand Package	Integrated Services	https://uphorticulture.in/
		354	Anusuchit Jaati/Janjaati Krishko Hetu Audyanik Vikas	Integrated Services	https://uphorticulture.in/
		355	Falpatti Vikas Yojna	Integrated Services	https://uphorticulture.in/
		356	Paan Utpaadan Yojna	Integrated Services	https://uphorticulture.in/
		357	Herbal Garden Yojna	Integrated Services	https://uphorticulture.in/
		358	Namami Gange (Ganga ke tatvarti kshetro me Audhyanik Vikas)	Integrated Services	https://uphorticulture.in/
		359	Aalu Vikas Niti -2014	Integrated Services	https://uphorticulture.in/

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